



2018-2019
ANNUAL REPORT

www.igovtt.tt



WHO IS iGovTT?

The National Information and Communication Technology Company Limited, branded iGovTT, was incorporated in July 2009. It is a State Enterprise responsible for the provision of ICT consulting and support services to Government Ministries, Divisions and Agencies in order to ensure effective alignment, co-ordination, security, interoperability and cost effectiveness across Government for ICT related projects and initiatives.

CELEBRATING



WHAT DO WE OFFER?

iGovTT provides a number of umbrella specialist consultative services to the Government of the Republic of Trinidad and Tobago. These services include:

- **Government Data Centre Services**
- **ICT Technical Solutions & ICT Outsourcing**
- **End Point Security Management**
- **Software Licensing & Management**
- **Technical Advisory Services**
- **Policy Research & Measurement**
- **ICT Project Management Services**
- **ICT Contract Management Services**
- **ICT Procurement Services**
- **Security & Assurance Advisory Services**

WHAT DO WE STAND FOR?

Operational Excellence

iGovTT will strive to deliver cutting-edge, ICT solutions that meet or exceed industry standards.

Collaboration/Teamwork

We actively engage in cross-functional teamwork to leverage knowledge, skills and diversity for greater impact.

Enabling

We will explore and exploit new technologies in delivering value.

Service Excellence

We listen attentively and provide proactive, high quality, cost effective and timely services that exceed expectations.





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THE COMPANIES ACT 1995, Chap: 81:01

NOTICE OF ANNUAL GENERAL MEETING OF SHAREHOLDERS OF NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED

TO: Minister of Finance
Corporation Sole
Ministry of Finance
Level 8, Eric Williams Financial Complex
Independence Square
Port-of-Spain

NOTICE IS HEREBY GIVEN that the Annual General Meeting of shareholders of the **NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED (the "Company")** will be held at Level 1 Conference Room #52 Lord Harris Court, Pembroke Street, Port of Spain on the **24th day of January, 2020** at **10:00 a.m.** for the following purposes:

1. To confirm the Minutes of the Annual General Meeting held on 25 January, 2019.
2. To receive and consider the financial statements of the Company for the fiscal year ended September 30, 2019, together with the report of the auditors thereon;

To consider and if thought fit to pass the following as an ordinary resolution:

"THAT the financial statements of the Company for the fiscal year ended 30 September, 2019 and the auditors' report thereon be received."

3. **To reappoint the incumbent auditors for the ensuing year, at a remuneration to be fixed by the Directors of the Company**
4. **To receive the Annual Report of the Company;**
5. **To receive the Directors' report;**
6. **To re-elect the Directors;**

The following persons were appointed as members of the Board of Directors of the Company on July 18, 2016 to hold office in accordance with the By-Laws of the Company:

-	Ms. Esther Le Gendre	Chairman
-	Dr. Sean Rocke	Director
-	Ms. Jacqueline Morris	Director
-	Ms. Anastacia Samuel- James	Director
-	Ms. Vashti Maharaj	Director
-	Mr. Deepak Maharaj	Director

The above-named members were subsequently reappointed to the Board of Directors at the Annual General Meetings held on 25 January 2017, 25 January 2018 and 25 January 2019.

Mr. Howard Dottin was appointed as a member of the Board on 17 August 2019 for a term of two (2) years.

In the year 2019 Ms. Esther Le Gendre, the then Chairman of the Board tendered her resignation which became effective on 25 July 2019 and Dr Sean Rocke was appointed Chairman of the Board in her stead.

Messrs. Anthony Peyson and Anthony Tagallie were subsequently appointed as members of the Board of the Company on 25 July 2019 in accordance with the By-Laws of the Company.

The term of appointment of Mr. Howard Dottin determined on 16 August 2019 and he was subsequently reappointed as a member of the Board of Directors of the Company on 30 October 2019 to hold office in accordance with the By-Laws of the Company.

The By-Laws provide *inter-alia* that “A director’s term of office (subject to the provisions, if any, of the Company’s articles and subject to his election for an expressly stated term) shall be from the date of the meeting at which he is elected or appointed until (the close of the annual meeting of shareholders next following) his election or appointment or until his successor is elected or appointed”.

To consider and if thought fit to pass the following as an ordinary resolution:

“THAT the following persons be re-elected as members of the Board of Directors of the Company to hold office in accordance with the By-Laws of the Company:

- | | | |
|---|------------------------------------|-----------------|
| - | <i>Dr. Sean Rocke</i> | <i>Chairman</i> |
| - | <i>Mr. Howard Dottin</i> | <i>Director</i> |
| - | <i>Ms. Jacqueline Morris</i> | <i>Director</i> |
| - | <i>Ms. Vashti Maharaj</i> | <i>Director</i> |
| - | <i>Mr. Deepak Maharaj</i> | <i>Director</i> |
| - | <i>Mr. Anthony Peyson</i> | <i>Director</i> |
| - | <i>Ms. Anastacia Samuel- James</i> | <i>Director</i> |
| - | <i>Mr. Anthony Tagallie</i> | <i>Director</i> |

7. **To transact such further or other business as may properly come before the meeting and any adjournments thereof.**

DATED at Lord Harris Court, No. 52 Pembroke Street, Port of Spain, this 18th day of December 2019.

By Order of the Board,



JANET PETERS
Corporate Secretary

ABBREVIATIONS

- **CANTO** Caribbean Association of National Telecommunications Organisations
- **EA** Enterprise Agreement
- **ESAM** Enterprise Software Asset Management
- **GoRTT** Government of the Republic of Trinidad and Tobago
- **GovNeTT** Government Wide Area Communications Network
- **ICT** Information, Communication and Technology
- **ISEMS** Integrated Social Enterprise Management System
- **MDA** Ministries, Departments and Agencies
- **PRESD** Property and Real Estate Service Division
- **RFI** Request for Information
- **RFP** Request for Proposals
- **SAN** Storage Area Network
- **SEP** Symantec Endpoint Protection





MINISTER'S FOREWORD

SENATOR THE HONOURABLE ALLYSON WEST

Minister of Public Administration

As Minister with responsibility for Information and Communications Technology (ICT), it is my pleasure to present the Annual Report of the National Information and Communication Technology Company Limited (iGovTT) for the period 2018-2019.

Information and Communications Technology (ICT) is one of the key sectors identified by the Government of Trinidad and Tobago (GORTT) to advance economic diversification. ICT therefore is at the centre of advancement in e-business and e-commerce both in business-to-business and business-to-consumer transactions, leading to enhanced access and digital inclusion of all in society. With new concepts and solutions emerging on an ongoing basis, ICT is the most important pillar of business and social development in the modern era.

The use of ICTs has been earmarked to play a major role in the National Development Strategy within Vision 2030 which requires government ministries, departments and agencies (MDAs) to leverage the major ICT developments that are unfolding globally, to provide end to end Public Services delivery that reduces the time and stress spent transacting business with Government.

The Ministry of Public Administration through iGovTT, continues to spearhead the ICT development thrust with its most notable contribution to this endeavour being the development of the National ICT Plan: the ICT Blueprint. The ICT Blueprint is a roadmap to meet the country's anticipated social and economic needs by focusing on improving connectivity, enhancing ICT infrastructure and strengthening ICT legislation; and is vital to the growth and development of the nation.

As I reflect on the tremendous work accomplished during the period under review, I must commend the Board and Management of the company of iGovTT for its resilience and performance during the year. Among the achievements this year were the implementation of an online procurement application at NIPDEC which allows for easier RFP management. iGovTT in delivering on its mandate also partnered with UWI, and several private organisations, to host its inaugural hackathon, HackTT, where twenty-two teams comprising of five group members registered from seven tertiary institutions throughout Trinidad and Tobago. The objective of the hackathon was for tertiary-level students to work on software projects, with the goal of creating solutions to be used by the Government, for the benefit of the citizens.

Three solutions were developed, namely: EmployTT - an online recruitment system which will aid citizens to conveniently access job vacancies within MDAs. The solution will make applying for positions simple, quick and trackable while lessening the cost of marketing these positions to the general public. eAppointment - an online scheduling system which will aid citizens to conveniently make, change and cancel their own appointments for government services. ttcommute - a mobile application with supporting services to assist commuters in navigating across Trinidad and Tobago giving them a range of options for travelling across the country.

While we have made advancements, there is still work to be done. Government is of the view that the future of ICT in this country must include us becoming innovators and creators of platforms, solutions and content rather than simply be end users. As such, I wish to encourage the Management of iGovTT to keep up the good work on improving the ICT landscape of Trinidad and Tobago.



**SENATOR THE HONOURABLE
ALLYSON WEST**

Minister of Public Administration
Trinidad and Tobago



MESSAGE FROM THE CHAIRMAN

DR SEAN ROCKE

Chairman of the Board of Directors

ICT has become ubiquitous in modern society, and many of us use the Internet through the many supporting smart devices including smart television, cell phones, tablets and computers. It is without a doubt, I note, that technology is integrated into every aspect of our daily lives, and as such, the transition from a tool of social convenience is now being seen and adapted as a tool for economic development, productivity, enhanced governance and as a channel for innovation. In line with the increase in accessibility to and affordability of ICT, the Government of Trinidad and Tobago has undertaken to utilise ICT-based solutions for digital government to reach, and enhance government services to, all groups of society.

In this era, as the ICT implementation arm of the Government, iGovTT views technology as the enabler which connects our current reality to the envisioned future for Trinidad and Tobago. This service and consulting-oriented organisation has the tall mandate to create ICT platforms and supporting solutions to make customers' experience of doing business across government bodies easy and hassle-free. iGovTT carries the responsibility of guiding this transition so that all of the technology's benefits are realised, and more importantly, all sectors of the population are beneficiaries.

It is with a sense of pride that I report that in the last year, 2018-2019 and in the previous years, approximately 50,000 persons utilised the platforms and its supporting solutions created by iGovTT to file their taxes through our e-Tax solution. It is heartening to note that more than 60,000 persons country-wide are now linked to more than 35 government services via ttConnect. It brings optimism to know that scores of tertiary education students have been creatively

engaged in creating ICT solutions for national problems via our HackTT initiative. This bodes well for capacity development of one of our key resources for securing the future: our human capacity, particularly our youth.

It is no easy boast, but our milestone achievements are many and deserve mention as they reflect the hard work of a pool of creative, competent and dedicated professionals at iGovTT. Recognition should also be given to the organisation's management and the Board of Directors for working in conjunction with key stakeholders in the public and private sector for supporting the delivery of the much needed ICT services for the citizenry in its efforts at delivering on its mandate of administering and executing Government's enterprise-wide ICT strategy, the National ICT Blueprint: which focuses upon the citizenry and ICT-based transformation in alignment with the National Strategic Plan, Vision 2030.

We are proud of these deliverables and some others that are scheduled to come on-stream in the not too distant future, all aimed at making doing business with government hassle-free. It is our vision for the future that gives impetus for the ongoing mission of iGovTT. As we enter a new year, and a new decade, we cannot continue to see ICT merely as the means of delivering public sector services to the citizens of our nation. We need to see ICT as an opportunity for us to continue along the path of sustainable national development, especially when faced with inevitable downturns in the energy sector that have fuelled our growth for so long. The quest for more innovative ways to maximise the benefits of ICT for national socio-economic development must assume greater urgency. This conviction is the *raison d'être* for iGovTT.

The way we conducted business a decade ago has evolved and continues to change daily at a rapid pace. The use of technology has been recognised across the world as the most critical pillar in supporting socio-economic development in this modern era which is defined by the unlimited potential of the internet, digital currency and even the utilisation of artificial intelligence. We must recognise that change is inevitable as governments and businesses are now turning to ICT solutions to make effective business and customer service decisions through the use of big data analytics. If we are to benefit from the many opportunities available in this technological revolution era, we must transition as a twin-island republic towards a state where we see ICT as an opportunity for catalysed growth and a limitless sector that can provide governments, businesses and citizens with access to information to make more informed decisions and enable more efficient processes.

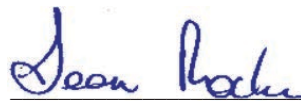
From our perspective at iGovTT, ICT has a most critical role to play in delivering the Government's long-term strategic agenda, which is focused on inclusive and stable economic growth, environmentally-sustainable development as well as regional and global integration. We have the added benefit of upcoming generations who are immersed in these technologies and it is up to us to channel their understanding of ICT positively and empower them to adapt it into intelligent, integrative and innovative ways for future development. It is encouraging that we have the required governmental support and a naturally talented population to combine with the energised vision of iGovTT.

I wish to report that with the budgetary allocation given to iGovTT for the last fiscal year, significant deliverables were attained. I am proud to highlight that the organisation exercised prudent management of its funds in a judicious manner while executing and delivering on its mandate. Income earned for the financial year ending September 30, 2019 inclusive of interest and other income amounted to \$45.1Mn. While there was an increase on the company's overall subvention of 6.89% from fiscal 2018, the company

exercised fiscal prudence (staff costs reduced from \$27.8Mn to \$23Mn; administrative expenses reduced from \$12.3Mn to \$9.3Mn). Total expenditure inclusive of projects, operating costs, and capital expenditure for the 2019 financial year was \$56.4Mn representing an increase of 6.3% over the prior period of 2018. This increase is partly attributable to the Net Impairment Loss on Financial Assets due to the implementation of the IFRS 9 standard in this reporting period.

As we take account of the achievements of our past and looking to the future in this year's annual report, we have to create an appreciation for the ICT renaissance that is firmly taking root in Trinidad and Tobago. As a developing nation, we need to re-tool and re-conceptualise in order to understand that ICT for development transcends smart phones, computers and the internet. It really exists in the processes that support and train people to take advantage of the opportunities that have become available through these technologies. Development comes with linking ICT and communities for communication, learning and delivering both routine and critical services. This evolution of our social and economic realities will lead to improved well-being, increased productivity, and impetus for innovation, higher standard of living, improved quality of life as well as sustainable and inclusive growth.

It is with this vision in mind for 2020 and the decade ahead, that I reaffirm iGovTT's commitment to fostering and guiding ICT development as we continue the work of transforming Trinidad and Tobago into a knowledge-based economy which will redound to the benefit of all citizens.



DR SEAN ROCKE

Chairman of the Board of Directors



MESSAGE FROM THE CEO

KIRK HENRY

Chief Executive Officer, iGovTT

The global economy for 2018-2019 continued to be marked by generally flat energy prices amidst a continuing environment of unremarkable capital investments. The result being that governments continue to grapple with the effect of declining revenues from the energy sector. When this is juxtaposed against the looming Fourth Industrial Revolution and the anxiety that this is generating for countries across the world, it is no small wonder that the information and communication technology sector is viewed as a key strategic enabler.

The National Information and Communication Technology Company (iGovTT) must therefore operate as an enthusiastic change agent, supporter and implementer of ICT solutions that will serve to transform the way we do business as a public sector in order to contribute towards the attainment of the country's stated national developmental strategy.

Our 2018-2019 Annual Report showcases the results of a consistent, deliberative and value focused effort under the direction of the Board of Directors, Management and staff of iGovTT to give life to the company's strategic objectives. This fiscal period represented a renaissance of sorts for the company as we shifted our focus to the relentless pursuit of opportunities to utilize ICTs in the delivery of government services as outlined in Year 2 of our Strategic Plan.

This meant that we adopted a posture focused on:

1) strengthening our legacy ICT infrastructure, GovNeTT and the ttconnect on-line portal with a view towards improving the reliability and resilience of its associated software and hardware infrastructure,

2) continuing our drive towards the leveraging and creation of new ICT enabled services to improve the efficiency of service delivery by ministries, departments and agencies (MDAs) as they deliver on their individual mandates; and

3) working to develop and support the implementation of e-services with the goal of improving the experience of our citizens when interacting with MDAs

I am pleased to report that we have appreciably moved the needle in a positive direction in this regard. Our focus on our legacy infrastructure has yielded some dividends as we continued the trend from the last period where we maintained a 99.5% availability of the backbone to its more than 25,000 MDA users during a refresh of the underlying aged infrastructure originally installed in 2009.

The current period saw a significant uptick on the availability of the ttconnect online portal as again, notwithstanding the age of the infrastructure we were able to move the availability of the system to 98.55% up from the 91% figure that was obtained in Fiscal year 2017-2018. I anticipate this metric to further improve as we target an upgrade of the underlying portal infrastructure to support the government's vision of an increase in the number of e-services available to citizens.

In tandem with the increased portal availability, our ttconnect channel saw an increase in the number of new ttconnect ID registration of approximately 21,400.

This was significantly greater than the prior period which saw roughly 14,000 new registrations. I anticipate that as new services are introduced on the ttconnect portal, this growth will accelerate.

With respect to service delivery, iGovTT maintained a steady focus on the delivery, support and enablement of new e-services. As technical project manager, iGovTT undertook and supported the roll-out of an e-Cabinet solution in the office of the Prime Minister. This represented a departure from the manual administration of Cabinet documents to a process of electronic delivery of documents directly to Cabinet Ministers. This signified the first phase of the transition to the paperless operation of the Cabinet of Trinidad and Tobago. The company was also engaged by the Ministry of the Attorney General and Legal Affairs to enable online payment for the services of the Registrar General's Civil Registry and the Intellectual Property Office. I am pleased to report that the underlying developmental work has been completed and I anticipate a launch of the service during the next fiscal year.

A major developmental objective of GORTT as outlined in its Vision 2016-2030 - National Development Strategy, is the development of the country's human capital. To this end, iGovTT conducted its inaugural "Hackathon" which brought together multiple stakeholders from local tertiary education institutions, foreign and local software firms and GORTT MDAs to build working solutions for use in GORTT that solved existing real pain points. This initiative saw over 120 tertiary level software engineering students working together in teams of 5 to create applications for use by GORTT ministries. The result of this initiative was the creation of 3 winning e-services that are in a beta stage, that are to be fine-tuned by the winning teams under the umbrella of the OJT programme and then deployed into the public sector environment for use by citizens.

The company recognizes the value and importance of strengthening iGovTT's internal capability for enhanced service delivery and customer satisfaction as outlined in our strategic plan. Having previously identified core competencies for its employees, the company continued to execute on its training and development plan and completed 86% of the training plan objectives. As we continued our focus on service

delivery we progressed our work on institutional strengthening and made significant strides in embedding a risk aware culture that understands the importance and role of good corporate governance.

As such, we maintained a 100% compliance rate in respect of our statutory obligations. The Management Team continues to focus on proactively managing risk to business delivery - a critical factor in the overall process maturity of the organisation. Paying homage to the realities of the wider economic climate we continued along the path of prudent and sound fiscal management and the company was able to maintain a flat administrative expenditure footprint for the period whilst surpassing all previous year deliverables. We saw an overall reduction in administrative expenses from 37.46 million to 30.82 million.

As much as Fiscal 2017-2018 represented a point of inflection for the company, the past year saw us move to a period of "green shoots"- the initiatives outlined in the last strategic plan are beginning to gain traction. The company is poised to expand on its capacity to deliver on its mandate and must not lose focus on the disciplines of sound management, deliberate enterprise governance and prudent fiscal discipline. Permit me to conclude just as I did last year:

"Much has been accomplished over the past year and the organisation has been laser focused on delivering with pride, resilience and purpose. However, we do recognize that this is just the tip of the iceberg. We have over the past year gained the confidence and buy-in of key decision makers in progressing our ICT agenda on behalf of Trinidad and Tobago and can boldly and proudly say that we are well on the way to becoming more than the "trusted advisor to government on ICT matters."

We are in the midst of Renaissance; we've only just begun to see the potential for ICT growth and development in our country. iGovTT stands committed shoulder to shoulder with all stakeholders to realize this potential!



KIRK HENRY
Chief Executive Officer, iGovTT

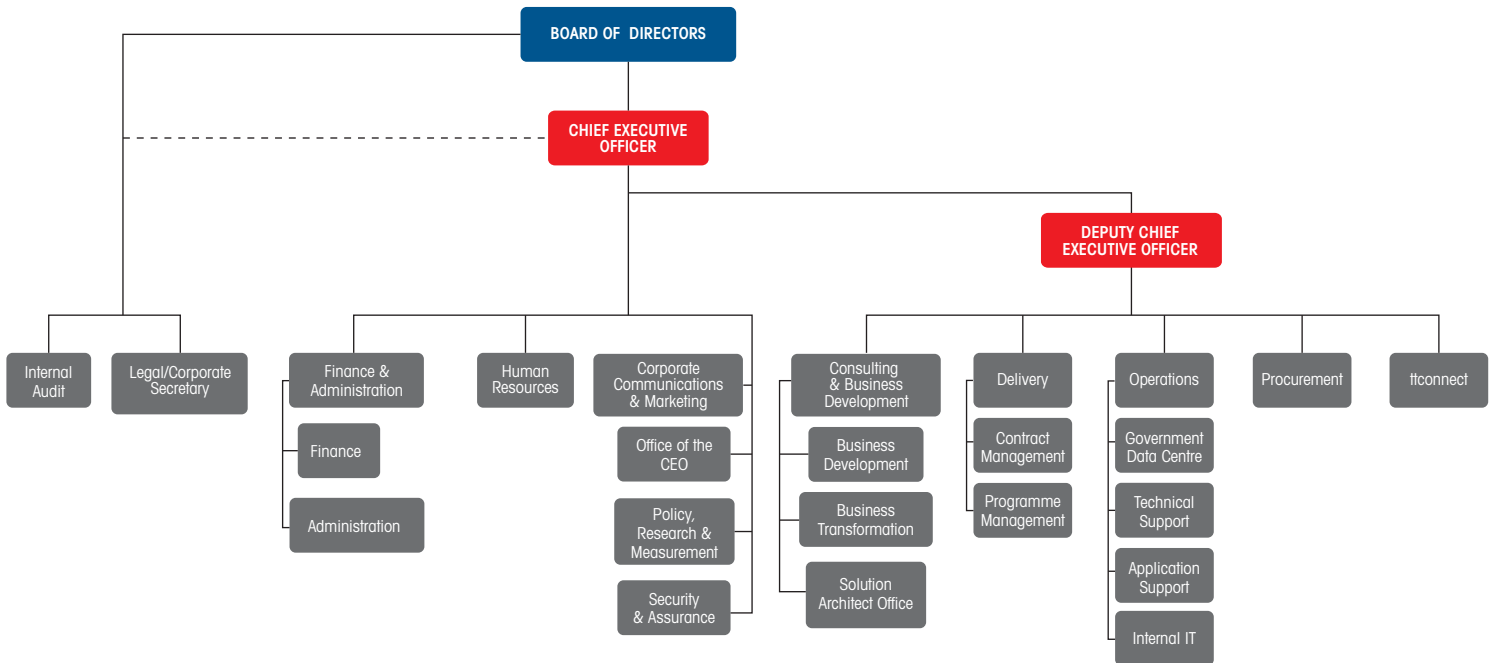




Corporate **GOVERNANCE**

CORPORATE GOVERNANCE

ORGANISATIONAL CHART



CORPORATE GOVERNANCE

BOARD OF DIRECTORS

DEEPAK MAHARAJ
Director

DR SEAN ROCKE
Chairman

HOWARD DOTTIN
Director

JACQUELINE MORRIS
Director



ANTHONY PEYSON
Director

ANASTACIA SAMUEL-JAMES
Director

ANTHONY TAGALLIE
Director

VASHTI MAHARAJ
Director

CORPORATE GOVERNANCE

MANAGEMENT TEAM



KIRK HENRY
CEO



CHARLES BOBB-SEMPL
Deputy CEO



SHERWYN CAMBRIDGE
Head, Delivery



EDSON EASTMOND
Head, ITconnect



CHRISTINE FERREIRA
Head, Finance & Administration



NEEALA MAHARAJ-RACHA
Head, Consulting



JANET PETERS
Corporate Secretary / Head, Legal



SHERWIN RAGOONANAN
Head, Operations



TYRONE RODULFO
Head, Human Resources



JOANNE SAMMERSTON
Internal Auditor

MANAGEMENT DISCUSSION AND ANALYSIS

Our Vision, Mission and Strategy Analysis of Financial Operations Business Review 2018-2019

MANAGEMENT DISCUSSION AND ANALYSIS

OUR VISION, MISSION AND STRATEGY

OUR VISION

is to be the premier ICT solution provider to GoRTT, enabling efficiency, increasing productivity and transforming the delivery of government services to the citizens of Trinidad and Tobago.

OUR MISSION

is to implement superior ICT infrastructure, projects and programmes in alignment with the National ICT Plan.

OUR STRATEGY

focuses on strengthening internal capability and transforming the way we deliver ICT solutions to Ministries, Departments and Agencies across government.

Our strategic objectives for the period 2017-2020 are designed to:

1. Support the delivery of high quality, integrated and standardised ICT infrastructure across GoRTT
2. Strengthen iGovTT's internal capability in its core competencies for enhanced service delivery and customer satisfaction
3. Facilitate the delivery of citizen-centric e-government services
4. Improve iGovTT's reputation and performance - Become the trusted advisor on ICT to GoRTT

ANALYSIS OF FINANCIAL OPERATIONS

Income

The company's operations are financed primarily through the system of Parliamentary appropriations, where approved funds are identified under various sub-heads and are disbursed through our line ministry, the Ministry of Public Administration.

Income earned for the financial year ending September 30, 2019 inclusive of interest and other income amounted to \$45,128,153. There was an increase on the company's subvention of 6.89% from fiscal 2018. The composition of income for the period is shown in Figure 1 below.

FIGURE 1
Composition of Income for Fiscal Year 2019

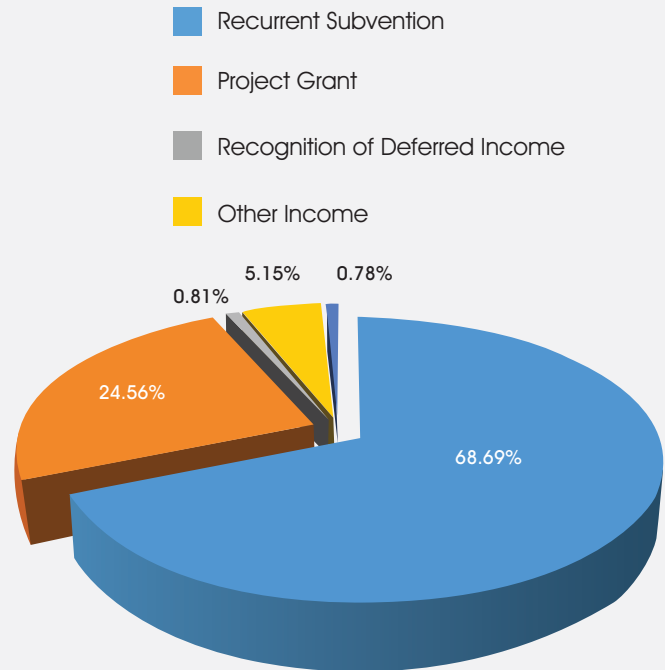


Table 1 below, summarizes the five types of income against budgetary allocation for the year under review.

TABLE 1
Income and Subvention for Fiscal Year 2019

INCOME CATEGORY	BUDGETED ALLOCATION	ACTUAL INCOME	VARIANCE
Recurrent Subvention	32,000,000	31,000,000	(1,000,000)
Recognition of Deferred Income	-	2,325,227	2,325,227
Symposium Income	-	365,455	365,455
Project Grant **	6,351,234	11,083,444	4,732,210
Other Income	827,500	354,027	(473,473)
TOTAL INCOME & SUBVENTION	\$39,178,734	\$45,128,153	\$5,949,419

** This relates to non-budgeted income received from the Ministry of Public Administration for the Microsoft Enterprise Agreement of \$8.18Mn.

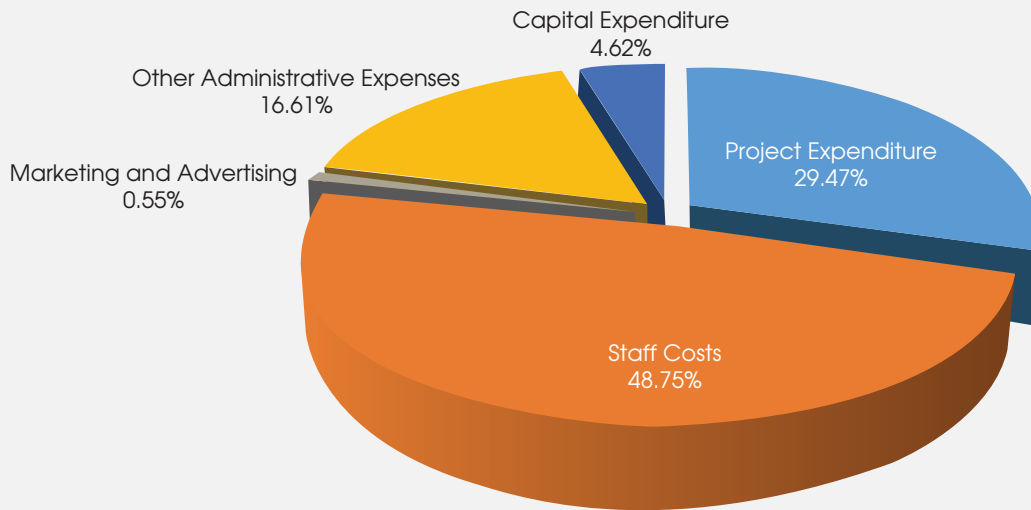
ANALYSIS OF FINANCIAL OPERATIONS

Expenditure

Total expenditure inclusive of projects, operating costs, taxes and capital expenditure for the financial year was \$46,755,853 representing a decrease of 8.48% over the prior period of 2018. This reduction is attributable to a decrease on administrative expenses from \$37.46 Mn in fiscal 2018 to \$30.82Mn in fiscal 2019 .

FIGURE 2
Analysis of Expenses for Fiscal Year 2019

- Project Expenditure
- Staff Costs
- Marketing and Advertising
- Other Administrative Expenses
- Capital Expenditure



MANAGEMENT DISCUSSION AND ANALYSIS

ANALYSIS OF FINANCIAL OPERATIONS

Table 2 summarizes the expenditure items compared with the budgetary allocations for the period.

TABLE 2
Expenditure for Fiscal Year 2019

INCOME CATEGORY	BUDGETED ALLOCATION	ACTUAL EXPENDITURE	VARIANCE
Project Expenditure**	6,846,234	13,779,664	(6,933,430)
Staff Costs	25,694,182	22,795,576	2,898,606
Marketing and Advertising	779,962	258,599	521,363
Other Administrative Expenses	11,010,241	7,764,031	3,246,210
Total Administrative Expenses	37,484,385	30,818,206	6,666,179
Capital Expenditure	2,984,520	2,157,983	826,537
TOTAL EXPENDITURE	\$47,315,139	\$46,755,853	\$559,286

**** These include pass throughs for the Microsoft 0365 subscription licenses of \$4.69Mn and \$5.04Mn from the Ministry of Trade and Industry for the SEW BOM I & II Projects.**

Capital Expenditure

A total of \$2,157,983 was expended on the purchase of fixed assets for the period. An analysis of the capital items purchased is set out in Table 3 below.

TABLE 3
Analysis of Capital Expenditure for Fiscal Year 2019

CAPITAL CLASSIFICATION	ACTUAL EXPENDITURE
Motor Vehicles	52,200
Furniture and Fixtures	63,900
Computer Equipment	1,427,299
Office Equipment	206,818
Work in Progress	407,766
TOTAL CAPITAL EXPENDITURE	\$2,157,983

The Audited Financial Statements for the year ended September 30, 2019 are provided on pages 48 to 90.



The background of the cover is a photograph of a modern office interior. In the foreground, two silver laptops are open on a white desk. The laptop on the right is more prominent, showing its keyboard and screen. In the background, a large glass wall is covered with numerous white sticky notes, some of which are attached to the wall. The scene is brightly lit, with a warm, golden glow from the right side, suggesting sunlight. The overall atmosphere is professional and collaborative.

Business
REVIEW
2018-2019

Business REVIEW 2018-2019

iGovTT has been identified as an important contributor in the implementation of the National ICT Plan 2017-2021. The company continues to support its line Ministry, the Ministry of Public Administration in the delivery of e-government services to GoRTT. During the fiscal year 2018- 2019 the company was involved in the execution of various ICT projects throughout the public sector, providing expertise to several government organisations seeking to improve their operations.



Technology Innovations

HACKTT Budget – TTD \$227,000.00

On 14 March 2019, iGovTT launched the Hackathon event branded HackTT, which is geared towards bringing together brilliant minds from our tertiary institutions across Trinidad and Tobago, to challenge their creative intelligence through months of innovating, designing and coding. Participants were challenged to leverage technologies to develop solutions aimed at addressing ICT challenges and needs within the government.

A total of 22 teams comprising of five members per team registered. Over the nine month period this was narrowed down to six teams proceeding to the finals where three winners were selected.

The solutions the three winners developed were:

EmployTT - GoRTT is seeking to implement an online recruitment system which will aid citizens to conveniently access job vacancies within MDAs, making applying for these positions simple, quick and trackable while lessening the cost of marketing these positions to the general public.

eAppointment - GoRTT is seeking to implement an online scheduling system which will aid citizens to conveniently make, change and cancel their own appointments for government services.

TTCommute - iGovTT is seeking to implement a mobile application and supporting services which will assist commuters in navigating across Trinidad and Tobago giving them a range of options for travelling across the country.

2018-2019 Government ICT Transformation Projects

Ministry of National Security - Electronic Monitoring Program

Budget - TTD \$10,000,000.00

The Ministry of National Security (MNS) engaged iGovTT by Memorandum of Understanding (MOU) on 9 February 2018 for Procurement and Contracting Services for an Electronic Monitoring solution. Following requirements, elicitation sessions with the MNS the RFP was issued in May 2018. Evaluation of proposals was completed in July 2018. Following cabinet approval of the Evaluation report negotiations started in July 2018. Negotiations were completed in March 2019. The contract between the Ministry of National Security and the successful vendor Amalgamated Security Solutions Limited was signed on 18 April 2019.

Ministry of the Attorney General and Legal Affairs Property Business Registration System

Budget - TTD \$4,821,113.00

The Ministry of the Attorney General and Legal Affairs (MAGLA) is seeking to streamline the property registration process, thus improving the property registration rates and investment climate. One of the key measures towards the streamlining of the property registration process is the procurement of hardware and peripherals related to the Property Business Registration System (PBRs) and the procurement of a queue management system and peripherals related to outfitting of the new Registrar General Department workspaces. MAGLA engaged iGovTT for Procurement and Project Management services which started in September 2018. Following the completion of the process the Letter of Award for the procurement of IT Equipment to support the implementation of a Property Business Registration System LOTS 1, 2 and 3 was issued to the successful proponent Memory Bank Computers Limited on 09 July 2019.

eCabinet

Budget - TTD \$375,000.00

The eCabinet initiative was envisioned with the objective of allowing Cabinet Ministers to streamline their current manual process to access their Cabinet Notes and Minutes electronically. This initiative leveraged the functionality of the OnBase Agenda To Go module that allowed the digital upload of Cabinet Notes and Minutes in a secure environment. To enable this, iGovTT facilitated the procurement of electronic devices that were distributed to each Cabinet Minister. This enabled better organisation of Cabinet Notes by the Cabinet Secretary and reduction of paper utilised by the Cabinet.

This eCabinet solution is in alignment with the National ICT Plan and iGovTT's Strategic Objective in Advancing Environmental and Societal Benefit in support of the move towards Green ICT. The eCabinet solution will continue to deepen the use of ICT within GoRTT, further strengthening the approved GoRTT's Green Government Policy, whereby Ministries can continue "greening" their everyday operations. This initiative was completed in September 2019.

Ministry of Rural Development and Local Government Electronic Document Management Solution Implementation **Budget- TTD \$143,917.00**

The Ministry of Rural Development and Local Government (MRDLG) has a fundamental role in and responsibility for securing nationwide initiatives in Trinidad and Tobago. Through this pivotal role, the MRDLG has continuous contact with the citizens of Trinidad and Tobago; more so than the central Government. The MRDLG has the responsibility for provision of services such as infrastructural development, disaster management, hand sanitation and public health throughout the 14 Municipal Corporations across Trinidad and Tobago.

Its current mandate is to facilitate, coordinate, monitor and ensure accountability of Municipal Corporations for the effective and efficient delivery of services to the burgesses and has thus identified that the effective management of its information is critical for the provision of services. Current documentation, operating procedures, programmes and existing policies are digital and paper-based with little adherence to best practices when documenting the status of these activities. As a result, the MRDLG, in partnership with the United Nations Development Programme, seeks to implement a Single Unified Enterprise Content Management System at the MRDLG.

The ministry engaged iGovTT in September 2018 for Project Management Services for the rollout of the solution. Some of the beneficiary stakeholders have been identified as the Registry Units, Policy and Planning, Human Resources, Information Technology (tracking) and Engineering. It is intended that by embarking on this project, institutional capacity can be built and data collection can have integrity to fulfill the theme of Goal 2 under Goal II of the National Development Strategy 2016-2030 (Vision 2030), 'The public service will have modern, effective and efficient management systems'. This initiative was successfully completed in February 2019.

Ministry of Rural Development and Local Government Procurement of a Hyper-Converged Infrastructure Solution **Budget – TTD \$1,000,000.00**

The Ministry of Rural Development and Local Government sought the assistance of iGovTT for the Procurement of the supply, installation and configuration of a Hyper-Converged Infrastructure Solution. This Hyper-Converged Infrastructure Solution facilitated the process of transitioning by the Ministry of Rural Development as part of the ongoing Local Government Reform Process.

The MRDLG is charged with the responsibility of facilitating, coordinating, monitoring and ensuring accountability of Municipal Corporations in the effective and efficient delivery of quality services through meaningful decentralised systems, structures, procedures, practices and provisioning of specialised support services. In pursuit of this responsibility, the MRDLG sought to upgrade their aging Server Infrastructure by seeking proposals for a particular storage and server configuration in the form of a Hyper Converged Server solution which would deliver high performance and enhanced data protection in a scalable environment.

In furtherance of this objective, MRDLG engaged the services of The National ICT Company Limited (iGovTT) to provide procurement services with respect to the following activities:

- Procurement of the hardware and peripherals related to the Hyper-Converged Infrastructure Solution
- Evaluation of bid submissions.

BUSINESS REVIEW 2018-2019

Operations Support Services

The Operations Unit mandate is to ensure the utilisation of best practices and the management of various contracted services to monitor, manage and maintain the production environment for ICT initiatives undertaken by iGovTT. In response to this situation, iGovTT has been able to provide technical support to hundreds of client requests, on a varying number of ICT-related issues.

Technical Support Services

The National ICT Company Limited (iGovTT) is very conscious of the occasional diminished capacity of the IT resources within client ministries and agencies that unfortunately compromises the overall goal of transforming Government through technology.

Some of the services provided include 33 individual Request for Approval (RFA) for Information Systems/Information Technology hardware and software, and 24 individual RFAs for hardware specifications. (refer to Figure 1); 2559 Symantec installations on client computers and nine Symantec Endpoint (SEP) Managers; 4,345 client software installations inclusive of software new licenses, replacements, reinstallations, upgrades, and 173 Server software installations. The latter relates to the Microsoft Enterprise Agreement, a Volume Licensing contract between the Government of Trinidad and Tobago and the American multinational Microsoft Corporation.

TABLE 1
HARDWARE & SOFTWARE/
SPECIFICATION APPROVALS PER MONTH
(Oct 2018 – Sept 2019)

MONTH	REQUESTS (FOR PURCHASE)	REQUESTS (FOR SPECS)
October	2	4
November	3	0
December	6	3
January	1	2
February	2	4
March	0	6
April	4	1
May	6	3
June	4	0
July	4	1
August	1	0
September	0	0
Sub-Total	27	27
TOTAL	57	

HARDWARE & SOFTWARE APPROVAL OCT 2018 to SEPT 2019

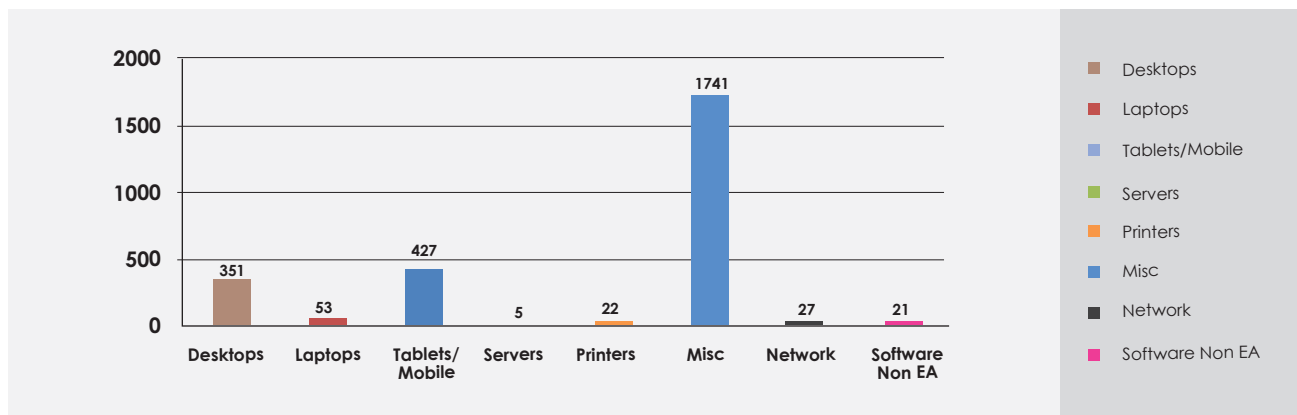


FIGURE 1

*Miscellaneous (misc.) items (1741) represent networking devices such as switches, routers, access points etc.

BUSINESS REVIEW 2018-2019

i. Premier Proactive Engagements Plan:

The Operations Unit – Technical Support team also facilitated specialised Microsoft IT training for **136** government participants from across **44** ministries, departments, agencies, and statutory bodies, via **11** Microsoft Premier Workshops (see Figure 2). This training served to foster proactive maintenance of Microsoft server solution deployments within the respective institutions.

FIGURE 2
Microsoft Premier Workshops

NO.	WORKSHOP	MONTH AS PLANNED	DURATION (DAYS)	CHARGED HOURS	DECREMENT FROM PREMIER SA OR DSE HOURS	DATE PROPOSED	STATUS
1	Sharepoint 2016 - Administration	Jan	3 Days	133	DSE - Sharepoint	Tuesday December 4, 2018	Completed
2	Exchange Server 2016 Administration & Troubleshooting	Jan	3 Days	133	DSE - Exchange	Tuesday January 15, 2019	Completed
3	Active Directory Troubleshooting	Nov	4 Days	153	DSE - Platforms	Tuesday January 29, 2019	Completed
4	SQL Server - Features & Administration	Feb	3 Days	133	Premier SA Hours	Tuesday February 5, 2019	Completed
5	SCCm Troubleshooting Client Features	Feb	3 Days	133	Premier SA Hours	Tuesday, February 26, 2019	Completed
6	Active Directory Federation Services: Deployment, Admin and Troubleshooting	April	3 Days	133	Premier SA Hours	Tuesday, April 9, 2019	Completed
7	Skype for Business Development	Mar	3 Days	133	Premier SA Hours	Tuesday, April 30, 2019	Completed
8	Windows Server 2019: New Features & Upgrade	June	4 Days	185	DSE - Platforms	Tuesday July 2, 2019	Completed
9	Active Directory Troubleshooting -2nd	Mar	4 Days	153	DSE - Platforms	Monday, July 22, 2019	Completed
10	Sharepoint Server Administration	Aug	3 Days	133	DSE - Sharepoint	Tuesday, August 13, 2019	Confirmed
11	Exchange Server Administration & Troubleshooting	Aug	3 Days	133	DSE - Exchange	Tuesday, September 3, 2019	Confirmed

Premier Reactive Case Utilisation Summary: i. Case Utilisation by Severity:

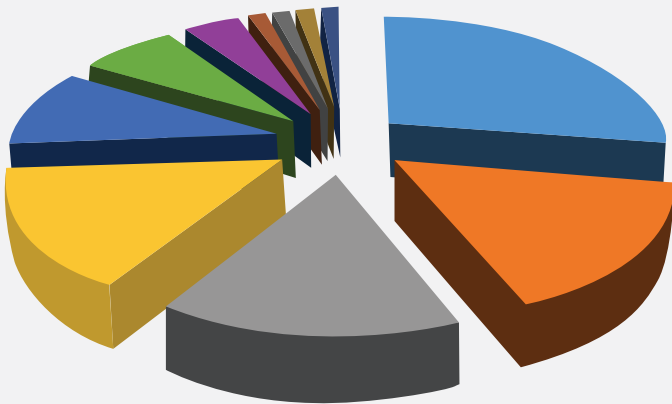
CASE SEVERITY	Case Count
Support Assistance Hours	8
B - Urgent	1
Online Systems	1
C - Important	7
EaaS	1
Exchange	1
SMS Server	1
SQL Server	1
Windows Server	3
Support Assistance Hours	39
A - Critical	11
Azure	2
Exchange	4
O365	2
Online Systems	1
Skype	1
Windows Server	1
B - Urgent	23
Azure	2
Exchange	2
O365	0
Online Systems	0
SharePoint Portal Server	5
SMS Server	2
Windows Server	7
C - Important	5
Azure	2
Azure Non-Standard	1
Windows Server	2

CASE SEVERITY	Case Count
Microsoft Online	6
A - Critical	1
Online Systems	1
B - Urgent	3
O365	1
Online Systems	2
C - Important	2
Online Systems	2
Support Consulting Sharepoint	8
C - Important	8
O365	1
SharePoint Portal Server	7
Support Consulting Platforms	8
C - Important	8
Azure	1
Windows Server	7
Support Consulting Messaging	4
C - Important	4
Exchange	4
GRAND TOTAL	73

BUSINESS REVIEW 2018-2019

Premier Reactive Case
Utilisation Summary:
ii. Case Utilisation by Product

BREAKDOWN BY PRODUCT COUNT



- Windows Server, 20, 28%
- SharePoint Portal Server, 12, 17%
- Exchange, 11, 15%
- Online Systems, 11, 15%
- Azure, 7, 10%
- O365, 5, 7%
- SMS Server, 3, 4%
- EaaS, 1, 1%
- SQL Server, 1, 1%
- Skype, 1, 1%
- Azure Non-Standard, 1, 1%

PRODUCT	CASE COUNT	CHARGED HOURS
Support Assistance Hours	8	613.50
Exchange	1	15.50
Exchange Standard CAL	1	15.50
Windows Server	3	288.00
Office Comm Svr Ent 2007 Win32 English	1	133.00
Windows Svr Std 2016 All Lng	2	155.00
Online Systems	1	0.00
Dynamics 365 Cstmr Engmt Ent-CRM	1	0.00
SMS Server	1	133.00
Sys Ctr Config Mgr Svr	1	133.00
SQL Server	1	133.00
SQL Svr Ent Core 2017 All Lng	1	133.00
EaaS	1	44.00
EaaS	1	44.00
Problem Resolution Hourly	39	106.32
Exchange	6	14.82
EnterpriseExchangeOnPrem	1	2.75
EnterpriseOnPremSCCMasd	1	1.17
Exchange Ent CAL 2010 All Lng	2	6.32
Exchange Server Enterprise 2016	2	4.58
Windows Server	10	47.27
SharePoint Server 2013	1	1.58
Sys Ctr 2016 VMM	1	2.75
System Center 2012; Entitlement must be done at the component level	1	4.92
Windows Svr Ent 2008 R2 64Bit English	2	11.22
Windows Svr Ent 2008 Win32 MultiLang (inclcd x32, x64)	2	16.77
Windows Svr Std 2008 Win32 MultiLang (inclcd x32, x64, IA64)	2	4.10
WSUS - All versions	1	5.93
O365	3	0.00
Exchange Online	2	0.00
Office 365 User & Domain Mgmt	1	0.00
Online Systems	5	0.00
Dynamics 365 Cstmr Engmt Ent-CRM	1	0.00
Dynamics LiveCRM Wtkgp Ed English	4	0.00
Skype	1	9.30
Skype for Business Server 2015	1	9.30
Azure	6	0.00
Azure Backup	1	0.00
Azure File Storage	1	0.00
Azure Storage Account Management	1	0.00
Azure Subscription - Ibiza	2	0.00
Azure Virtual Machine - Windows	1	0.00
SharePoint Portal Server	5	25.68
SharePoint Server 2013	3	13.43
SharePoint Server 2016	2	12.25
SMS Server	2	9.25
Sys Ctr Config Mgr 1806	1	5.17
System Center 2012 Configuration Manager	1	4.08
Azure Non-Standard	1	0.00
Azure EA Portal (non-GBS)	1	0.00
Microsoft Online	6	0.00
O365	1	0.00
SharePoint Online	1	0.00
Online Systems	5	0.00
Commerce CRM	1	0.00
Dynamics 365 Cstmr Engmt Ent-CRM	1	0.00
EnterpriseExchange	1	0.00
Exchange Online	1	0.00
SharePoint Online	1	0.00
Support Consulting SharePoint	8	1509.00
O365	1	514.00
SharePoint Online All Lng	1	514.00
SharePoint Portal Server	7	995.00
SharePoint Server 15.0	1	60.00
SharePoint Server 2016	6	935.00
Support Consulting Platforms	8	841.00
Windows Server	7	756.00
Windows Svr Std 2016 All Lng	7	756.00
Azure	1	85.00
Azure Support All Lng	1	85.00
Support Consulting Messaging	4	351.50
Exchange	4	351.50
Exchange Ent CAL All Lng	3	351.00
Exchange Svr Localized	1	0.50
GRAND TOTAL	73	3421.32

GovNeTT

Government Data Center Services

The **Government Wide Area Network (GovNeTT)**, is the platform that provides a country wide network back-bone for ministries, departments and agencies. This backbone network provides connectivity (WAN and Internet) as well as foundation ICT services to support the business processes and integration of Ministry specific IT systems toward developing citizen-centric eServices. Some of the shared services provided by GovNeTT include directory services, email, service desk, domain name services, filtered internet, remote access and data center facilities for colocation. The provision of these services is geared at removing the basic IT services from ministries, departments and agencies so that they can focus on their niche business services.

iGovTT's Government Data Centre team provides ServiceDesk Support to all clients of GovNeTT. Presently, the desk services approximately 530 sites and 22,000 users across 53 ministries, departments and agencies. The service is delivered aligned to the IT Infrastructure Library framework utilising standardised processes for incident, request, change, availability and capacity management.

Over the past year, iGovTT focused its efforts toward ensuring the continued availability of the platform as well as growing and optimising utilisation. Overall Service Uptime was maintained at an average of 99.50% for the year.

GovNeTT Service Uptime



← HIGH 99.98%

99.50%

← LOW 96.79%

>8700 GovNeTT Tickets Managed

>2500 Requests for
User Account Administration

Internet Utilisation
increased by 50%

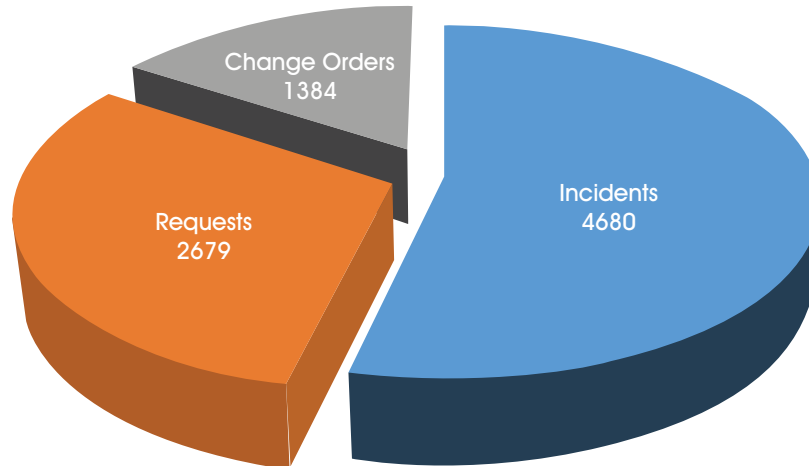
35
Site Relocations

75
Registrations

80 Internet
Bandwidth
Redistribution

BUSINESS REVIEW 2018-2019

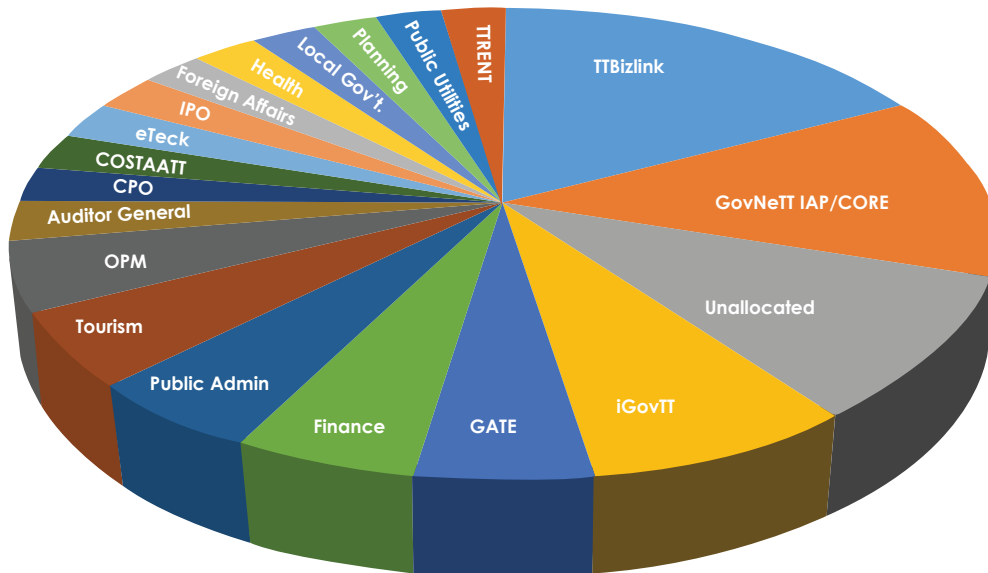
GovNeTT Service Delivery



The GovNeTT Data Center Service is a bundled service which provides a secured, controlled and managed space with multiple connectivity options to house computing, storage, telecom and networking equipment for GoRTT. The environment is managed using industry best processes ensuring a secure environment for GoRTT and their respective infrastructure and data.

- The facility supports 20 ministries, departments and agencies and is currently at 90% of its 40 rack capacity.

GovNeTT DC Utilization





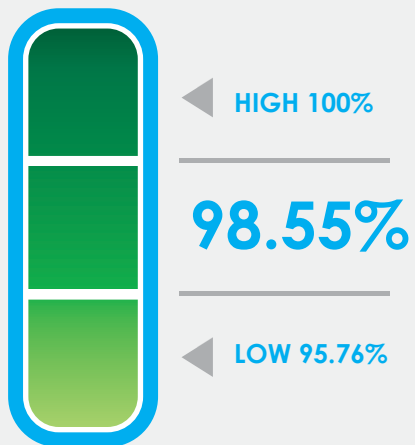
Application Support

The Government Enterprise Portal (ttconnect Portal) provides a central online gateway to government information and services as well as facilitates the critical authentication service of the Government of the Republic of Trinidad and Tobago for e-Services via the ttconnect ID solution. The Government Enterprise Portal (ttconnect Portal) is managed directly by the Application Support Team in the Operations Unit. Presently, the ttconnect ID is used by the TTBizLink and e-Tax solutions for user authentication.

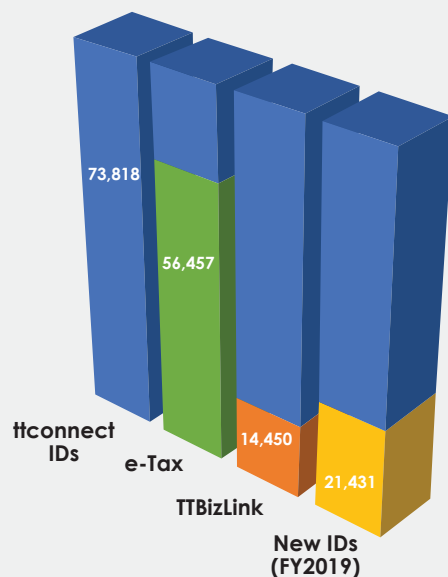
The Government Enterprise Portal Service was able to realise:

- 3,939,314 visits made to the ttconnect portal
- 401,531,416 hits
- 98.55% availability of the ttconnect portal
- 21,431 ttconnect IDs created
- 22 Tender Notices published online

ttconnect Portal Uptime



ttconnect ID Enrollments





Projects

Increasing Shareholder Value: Considered the ICT Hub and “go to place” for GoRTT stakeholders, iGovTT has been involved in the execution of several key ICT projects. Clients often rely on the expertise within iGovTT to recover from critical infrastructure failure, rebuilding of infrastructure domains and routine deployment, control and management of the Symantec Endpoint Security solution. This is to ensure that the Government’s critical data is safeguarded against the ever evolving ICT threat landscape.

The Operations Unit made notable contributions towards the following national ICT projects and initiatives over the financial period ending 30 September 2019:



1. Symantec Health Checks – The quality of service assessed for the Symantec Endpoint Protection solution to ensure optimum performance and provide suggestions for improving protection against the ever evolving and persistent ICT threat landscape.

- Health checks conducted on the ministries, departments and agencies networking environment where customized reports generated for each entity.
- The outcome of these Health Checks assisted the 75 GoRTT ministries, departments and agencies that participated to implement corrective measures as per recommendations on the client’s individual report to treat with security issues among the 25,342 device nodes assessed.

2. The Telecommunications Authority of Trinidad and Tobago (TATT) – An implementation team selected by TATT is spearheading the National Free Wi-Fi Initiative. Their goal is to provide free Wi-Fi access to citizens in public areas within Trinidad and Tobago that include libraries (NALIS), hospitals (MoH) and transport hubs (MoWT). Currently, site assessments were conducted at the various libraries throughout Trinidad and Tobago. The list of organisations involved are TATT, MPA, iGovTT, Flow, Digicel and TSTT.



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3. System Centre Configuration Manager (SCCM) – Subsequent to the Microsoft Audit of 2014-2015, the implementation of a Software Asset Management tool within GoRTT serve as a strategic move to assist with licence compliance within the Microsoft Enterprise Agreement contract. System Centre Configuration Manager was selected after the review, testing, and costing of several tools (including Express Metrix, Snow License Manager, Windows Intune, Altiris Inventory Solution).

SCCM implementation continues with the on boarding of five MDAs with untrusted domains. Additionally, the platform now completes software upgrades in the live environment at several MDAs (including the Ministry of Labour and Small Enterprise Development and the Ministry of the Attorney General and Legal Affairs - Intellectual Property Office).

4. GovNeTT Stabilization Project - The Government Wide Area Network (GovNeTT)

is in the second phase of its evolution. Phase II was implemented in 2010 and is presently in urgent need of upgrade if it is to continue to meet business requirements of GoRTT. Based on the economic challenges for ICT services across GoRTT, iGovTT & MPA formally engaged with the Contractor Alliance for the refresh and stabilization of the GovNeTT solution. This stabilization will provide enhances services through the deployment of upgraded technologies to the platform and ensure business continuity for GovNeTT services currently utilised by MDAs. The project was initiated in February 2019 and is scheduled for completion in March 2020.

This stabilization project will allow GoRTT to continue to gain value from GovNeTT through upgraded and refreshed services.

Some of the enhancements that will be realised with the completion of the stabilization project are:



SERVICE	PHASE II	STABILIZED
Email mailboxes	Min 300Mb	Min 1Gb
WAN Bandwidth	Min 1Mbps	Min 10Mbps
Enhanced Security	Single VPN solution	Dual service VPN solution
Collaboration Service	MS OCS 2007	Cisco Webex 2019
Service Desk Application	CA ServiceDesk 12	CA ServiceDesk 17
Mobility Solution	BlackBerry BES 2008	BlackBerry UEM 2019
Data Center 2 Upgrade	Tier 2 DC	Tier 3 DC
Network Design	Hierarchical Hub & Spoke	True Hub and Spoke
User Administration	Limited User Administration	Enhanced User Administration

GROWTH & DEVELOPMENT



Internal Processes – Growth and Development

Within the context of iGovTT Mandate and Core Value initiatives (Operational Excellence, Service Excellence, Innovation, Collaboration & Teamwork), the enlisted four outcomes

- i. Promote Staff Learning and Development
- ii. Enhance Client Satisfaction
- iii. Strengthen Internal Processes
- iv. Increase Shareholder Value

In alignment with promoting staff learning and development, the following online training was undertaken by the members of the operations unit.

1. Goal Setting at Work: Plan for Success and Reach Your Goals
2. The Essential Guide for Effective Managers
3. IT Infrastructure Library 4 Foundation
4. Emotional Intelligence at Work: Learn from Your Emotions
5. Learn Network Hacking from Scratch (WiFi and Wired)
6. Hacking for Beginners
7. Microsoft Certified Solutions Associate Windows Server 2016
8. System Center Configuration Manager
9. A Practical Introduction to Cloud Computing
10. The Absolute Beginners Guide to Cyber Security 2019 - Part 1
11. Information Security Awareness - ISO 27001:2013
12. Day-to-Day Leadership that Gets Results
13. Understanding and developing Emotional Intelligence
14. How to Delegate without Stress: What Managers Need to Know
15. Executive Briefing: Machine Learning
16. Be a Great Mentor: A Practical Guide to Mentorship



ttconnect, a division of iGovTT, provides public access to government information, services and programmes offered by the government and state agencies. This is done through various channels which includes the ttconnect Service Centres, ttconnect Online, ttconnect Express buses, ttconnect Self-Service Kiosks, ttconnect mobile, ttconnect Hotline through its Toll Free contact number (800-8826) and email addresses and its latest channel, ttGovChat.



ttconnect Channels and Utilisation

1. ttconnect Service Centres



With seven convenient locations nationwide - Arima, Bon Accord, Chaguanas, Curepe, Princes Town, Sangre Grande and St. James, ttconnect Service Centres offer an alternative to traveling to ministries in order to access and submit application for government services and forms. The satellite office at the Ministry of Trade and Industry in Port-of-Spain, only facilitates ttconnect ID and TTBizLink services.

During the period, the Service Centres facilitated:

- **45,554 applications for GoRTT services**
- **12,487 general enquiries from citizens**
- **3,145 government service forms distributed**
- **61,186 service interactions**
- **1,019 client feedback responses received**
- **99 % of clients reported client satisfaction**
- **97% of clients advised that they were attended to within ten minutes of entering the Service Centre**
- **64% of clients completed their transaction within 10 minutes**

2. ttconnect Portal/Online



ttconnect Online is an electronic government portal accessible via the Internet at www.ttconnect.gov.tt. The portal provides access to government websites from a single location. ttconnect Online is the largest government services and information search engine in the English speaking Caribbean. During 2018-2019 fiscal year, 3,939,314 visits were made to the portal and these visits accounted for 401,531,416 hits.

The ttconnect Portal or the Government Enterprise Portal is supported by iGovTT's Application Support team and maintained an average of 98.55% availability over the reporting period. The team updated approximately 130 content pages which included ministry location updates, stories and featured sites on the Portal.

The portal provides the authentication engine for the ttconnect ID for all GoRTT eServices. Single sign-on or SSO authentication has been implemented and is being used for e-Tax, a portal provided by the Inland Revenue Division for taxpayers to manage their tax accounts online. Over the period 21,431 ttconnect IDs were created and associated with this authentication service and several service improvements have been implemented.

The Tender Notices online solution, an element of the ttconnect Portal, provides a searchable listing of active and archived tender notices issued by Government Ministries and Agencies in one centralized location. During the period, Tender Notices Online published 22 tender notices.



3. ttconnect Express



The ttconnect Express is our internet-enabled fleet of buses. These buses offer all the services of a ttconnect service centre, but are mobile, allowing ttconnect staff to reach citizens directly in their communities. During 2018-2019 fiscal year, the fleet facilitated 95 trips to various communities throughout Trinidad. These visits allowed the ttconnect unit to facilitate 1,379 GoRTT service applications, 4,716 government service forms were distributed and 4,235 general enquires were received. 10,330 service interactions were made.

During the period the ttconnect Express buses also collaborated with the Ministry of Social Development and Family Services to bring services to the residents of Palo Seco, Point Fortin, and Cedros. The table below portrays a sample of the locations visited by the ttconnect Express during the period.

TABLE 1
Sample of Communities visited by ttconnect Express fleet in 2018 - 2019

Cedros	Arouca	Sangre Grande	San Fernando
Maracas, St Joseph	Trincity	Port of Spain	Toco
Couva	Palo Seco	Arima	Corinth
La Romain	Greenvale	Siparia	



4. ttconnect Self-Serve Kiosks

ttconnect Self-Serve Kiosks provide convenient access to government information and services through a self-service user experience similar to that of an automated teller machine. The kiosks are located at the Piarco International Airport, PTSC's Deluxe Coach Lounge, San Fernando, ttconnect Service Centre Chaguanas, and Gulf City Mall, Lowlands, Tobago. Users can connect to ttconnect Online via the kiosks and view and print application forms. During 2018-2019 fiscal year, the kiosks facilitated 2,232 user sessions where 16,754 pages were viewed.



5. ttconnect Mobile

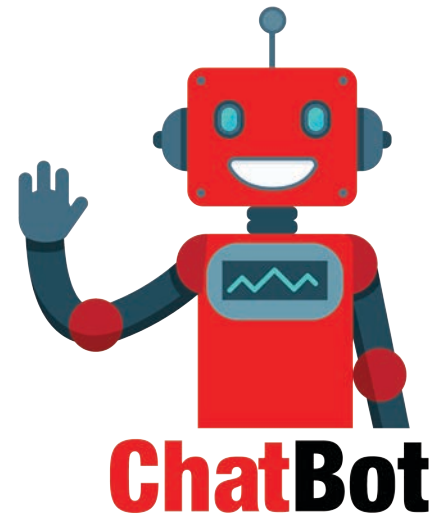
ttconnect Mobile allows users to access a mobile-enabled version of ttconnect Online by entering 'ttconnect.gov.tt' into their phone's browser. During 2018-2019 fiscal year, ttconnect Mobile experienced 491,870 visits and these visits accounted for 11,119,630 hits.



6. ttconnect Toll Free Contact Number

The toll free contact number 800-TTCN (800-8826) allows the public to gain immediate telephone access to ttconnect Service Centres nationwide at no cost. During 2018-2019 fiscal year 10,654 inbound calls were recorded. 277 outbound calls were recorded during the same period. The ttconnect Hotline also provides an avenue for citizens to send their requests for information on GoRTT related services to the ttconnect email accounts: info.ttconnect@gov.tt and feedback@gov.tt. During 2018-2019 fiscal year, 16,955 email requests were received and addressed. Clients generally requested information on Government Services, generalised information and password resets for their ttconnect ID accounts.





7. #GovChat

Launched in July 2018, #GovChat is a live chat platform where customers' queries on Government information and services are answered almost immediately. Operational hours for #GovChat are Monday to Friday 8:00am to 4:00pm, except public holidays. During the period 1 October 2018 to 30 September 2019, a total of 48,898 #GovChat interactions were completed with a satisfaction rating of 77% percent

ttconnect Partnerships

ttconnect has partnered with various ministries, departments and agencies to offer their services through the various ttconnect channels.

Filing Your Taxes Online

The Ministry of Finance's Division of Inland Revenue electronic tax filing system, e-Tax, was piloted through ttconnect in August 2015. During the period October 1, 2018 to September 30, 2019, 17,384 individuals were given access to the e-Tax service via their ttconnect IDs.





CONTRACTS

Enterprise Agreement

The Enterprise Agreement (EA) is the most strategic direct relationship a government can have with Microsoft. In addition to the benefits inherent in a strategic partnership, the EA provides cash flow, cost savings and leverages economies of scale. Under the agreement, GoRTT receives Microsoft product upgrades, technical support and resolution to issues, training and access to consultancy hours for Microsoft projects. During the fiscal period, GoRTT continued to manage the Microsoft Enterprise Agreement. During the fiscal period, GoRTT negotiated a one year agreement, which will expire 20 June, 2020.

Endpoint Security for GoRTT

GoRTT's enterprise-wide contract for the provision of an information security "products and services" solution provides a comprehensive solution to protect endpoints deployed across GoRTT. The management of this ensures that GoRTT continues to operate effectively and efficiently within a safe environment that will assist in mitigating the risk of security breaches impacting GoRTT's operations through the preservation and protection of its data and information and specifically protect against:

- Virus and malware events which may potentially result in a complete halt to GoRTT electronic processing activities, GoRTT users may find themselves unable to send and receive emails for an indeterminate period.
- Ransomware events that could potentially disable access to computing services and make unavailable associated GoRTT business processing activities.
- Data breaches resulting from malware that gain access to unprotected systems and leak data to malicious actors.



The expiration of this service was 31 March, 2019. During the fiscal, iGovTT and MPA collaborated on the best strategy to achieve the most value for money for GoRTT, while ensuring that GoRTT's information assets were adequately protected, given the financial constraints. The approved strategy ensured the protection of GoRTT servers take priority as these devices hosts GoRTT's critical systems and data. The premium protection of the servers, together with a suitable client and site security protection and user security awareness can provide GoRTT with a degree of security coverage to minimise risk of data loss and system disruption. The procurement process for the acquisition of a premium security product for GoRTT servers have been initiated during the fiscal and have an aggressive timeline for completion.

TTBizLink

TTBizLink

iGovTT continues to provide support to the TTBizLink platform, through the management of the Service Level Agreements, on behalf of MTI. The contract management support of iGovTT helps minimise risks and the TTBizLink platform remains available and accessible.

GovNeTT 2.0

GovNeTT 2.0

GoRTT facilitated the infrastructure for secure communication between ministries, departments and agencies. For the period October 2018 – September 2019, iGovTT was focused on ensuring the continued availability of the GovNeTT 2.0 platform with minimal disruptions to GoRTT.

ORACLE

Oracle

Oracle licenses were managed under the National Information Systems Centre (NISC) for use within government ministries, departments and agencies, in which Oracle Maintenance Support fees have been paid annually in advance. Subsequent to the transition of NISC to the National Information and Communication Technology Company Limited (iGovTT), these licenses have been paid by the ministry responsible for ICT on an annual basis. The renewal fee for the period 2018 to 2019 was paid to ensure compliance and continued technical support.

TRAINING

COACHING TEACHING KNOWLEDGE DEVELOPMENT LEARN EXPERIENCE SKILLS

&

DEVELOPMENT

Training & Development

In fiscal 2018-2019, training funds were allocated in line with the strategic objective of “Strengthening iGovTT’s internal capability in its core competencies for enhanced service delivery and customer satisfaction”. During the period, 76% of persons (87 employees) participated in training initiatives. This is a marked increase of over 100 percent over previous years.

Training inclusive of governance training was accessed by all units and at all levels. All certifiable training was undertaken through international and nationally accredited institutions and professional bodies. Some developmental training was undertaken in-house. Various means of instructions were utilised.

As the company moves forward in achieving its strategic objectives, increased training opportunities are expected to ensure that the staff are well equipped to deliver excellent service to iGovTT stakeholders.

Employee Relations

Employee Engagement Events

Several events were held during this fiscal period aimed at engendering esprit-de-corps.

These were:

- iGovTT Christmas celebrations
- iGovTT Town Hall Meeting
- Carnival Soiree and Karaoke
- World Down Syndrome Day
- Administrative Professionals Day
- 10th Anniversary Inter-Faith Service
- Indian Arrival Day celebrations
- Emancipation Day celebrations
- Independence Day celebrations
- Republic Day celebrations



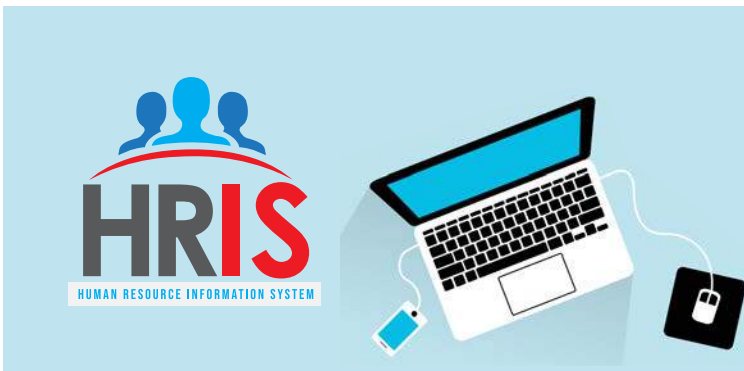
Student Vacation Internship Programme

Seven tertiary level undergraduate students embarked on an intensive 10 week internship at iGovTT. During the eight week programme, the interns were integrated into various areas in the company including IT project management, systems architecture, solution development, and production shared services operations. The programme equipped the students with skills, knowledge and capabilities to ensure that they evolve into well rounded individuals and future leaders. The programme enabled the interns to gain first hand experience in the ICT sector to complement their academic course of study by qualifying them for credits and assisted in developing life skills.



Employee Assistance Programme (EAP)

The Company's EAP which was introduced in June 2018, has continued to provide invaluable support to employees.



Human Resource Information System (HRIS)

The company commenced the implementation of its HRIS in July 2019. The system is carded to be functional in the 1st quarter of FY 2020.



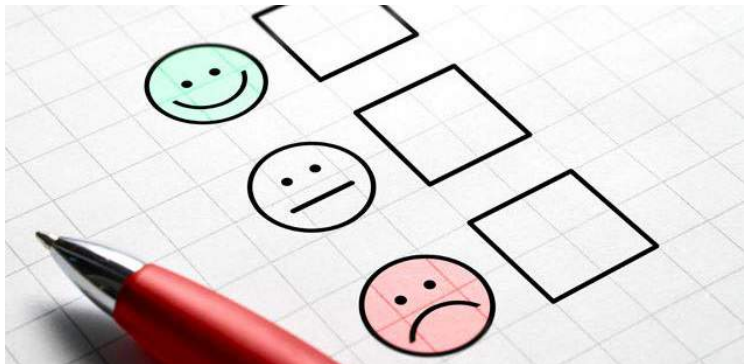
Alternative Work Arrangement (AWA)

The company's AWA was approved by the Board of Directors and will be implemented in the 1st quarter of FY 2020 following a pilot test.



Reward and Recognition Program (RRP)

The company's revised RRP was approved by the Board of Directors and will be implemented in 1st quarter FY 2020



Employee Opinion Survey

An Employee Opinion Survey was conducted during the period. The average employee satisfaction for FY 2019 was 3.67 out of 5.



Year in Photos

Year in Photos



iGovTT's Christmas Celebrations



iGovTT's 10th Anniversary Interfaith Service





iGovTT's CEO Mr Kirk Henry participates as a panelist at bmobile's Connect Conference



Deputy CEO, iGovTT Charles Bobb-Semple at the 3rd GLAC Capacity Building Workshop



MOU Signing between iGovTT and the Ministry of Social Development and Family Services



MOU signing between iGovTT and The University of the West Indies signaling the start of HackTT



e-Procurement seminar hosted by iGovTT which featured presentations by TSTT and the Office of Procurement



Presenters at the e-Procurement Seminar with the Deputy CEO, iGovTT.



HACKTT winners at the final event



Participants of HackTT begin their internship at CrimsonLogic, one of the competition's corporate sponsors



Participants of HackTT begin their internship at Hyline Label Company Ltd., one of the competition's corporate sponsors



Emancipation Celebrations



Indian Arrival Day Celebrations





Audited Financial Statements



NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED

FINANCIAL STATEMENTS

YEAR ENDING 30 SEPTEMBER 2019

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FINANCIAL STATEMENTS

STATEMENT OF MANAGEMENT'S RESPONSIBILITIES

Management is responsible for the following:

- Preparing and fairly presenting the accompanying financial statements of National Information and Communication Technology Company Limited, which comprise the statement of financial position as at 30 September 2019, the statements of comprehensive income, changes in equity and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information;
- Ensuring that the company keeps proper accounting records;
- Selecting appropriate accounting policies and applying them in a consistent manner;
- Implementing, monitoring and evaluating the system of internal control that assures security of the company's assets, detection/prevention of fraud, and the achievement of company operational efficiencies;
- Ensuring that the system of internal control operated effectively during the reporting period;
- Producing reliable financial reporting that comply with laws and regulations, including the Companies Act; and
- Using reasonable and prudent judgement in the determination of estimates.

In preparing these audited financial statements, management utilised the International Financial Reporting Standards, as issued by the International Accounting Standards Board and adopted by the Institute of Chartered Accountants of Trinidad and Tobago. Where International Financial Reporting Standards presented alternative accounting treatments, management chose those considered most appropriate in the circumstances.

Nothing has come to the attention of management to indicate that the Company will not remain a going concern for next twelve months from the reporting date; or up to the date the accompanying financial statements have been authorised for issue, if later.

Management affirms that it has carried out its responsibilities as outlined above.



Chief Executive Officer
18 December 2019



Chief Financial Officer
18 December 2019

FINANCIAL STATEMENTS

INDEPENDENT AUDITORS' REPORT

The Shareholder

National Information and Communication Technology Company Limited

Opinion

We have audited the financial statements of National Information and Communication Technology Company Limited, which comprise the statement of financial position as at 30 September 2019, the statements of comprehensive income, changes in equity and cash flows for the year then ended, and notes to the financial statements including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of National Information and Communication Technology Company Limited as at 30 September 2019 and its financial performance and its cash flows for the year then ended in accordance with International Financial Reporting Standards ("IFRSs").

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing ("ISAs"). Our responsibilities under those standards are further described in the *Auditors' Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of National Information and Communication Technology Company Limited in accordance with the International Ethics Standards Board for Accountants' Code of Ethics for Professional Accountants ("IESBA Code"), and we have fulfilled our other ethical responsibilities in accordance with the IESBA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and the Board of Directors for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with IFRSs, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the company's ability to continue as a going concern; disclosing, as applicable, matters related to going concern; and using the going concern basis of accounting unless management either intends to liquidate the company or to cease operations, or has no realistic alternative but to do so.

The Board of Directors is responsible for overseeing the company's financial reporting process.

FINANCIAL STATEMENTS

INDEPENDENT AUDITORS' REPORT (Cont'd)

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error; design and perform audit procedures responsive to those risks; and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit, in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting, and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Board of Directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



PKF
Chartered Accountants & Business Advisors

Barataria
Trinidad

18 December 2019

FINANCIAL STATEMENTS

STATEMENT OF FINANCIAL POSITION

		<u>ASSETS</u>	
		30 September	
	<u>Notes</u>	<u>2019</u> (\$)	<u>2018</u> (\$)
Current Assets:			
Cash and cash equivalents	5	108,772,761	114,903,172
Accounts receivable and prepayments	6	67,486,968	21,559,770
Taxation recoverable		<u>317,199</u>	<u>324,912</u>
Total Current Assets		176,576,928	136,787,854
Non-Current Assets			
Property, plant and equipment	7	8,792,922	8,071,220
Lease assets	8	5,961,952	-
Deferred tax asset	9	<u>1,720,122</u>	<u>-</u>
Total Assets		<u>193,051,924</u>	<u>144,859,074</u>
<u>LIABILITIES AND SHAREHOLDER'S EQUITY</u>			
Current Liabilities:			
Accounts payable and accruals	10	39,207,363	12,667,057
Deferred income	11	25,911,035	2,560,227
Lease liabilities	8	<u>1,676,728</u>	<u>-</u>
Total Current Liabilities		66,795,126	15,227,284
Non-Current Liabilities:			
Lease liabilities	8	4,057,014	-
Deferred tax liability	9	<u>1,119,026</u>	<u>958,152</u>
Total Liabilities		<u>71,971,166</u>	<u>16,185,436</u>
Shareholders' Equity:			
Contributed capital	12	5,393,923	5,393,923
Accumulated surplus		<u>115,686,835</u>	<u>123,279,715</u>
Total Shareholder's Equity		<u>121,080,758</u>	<u>128,673,638</u>
Total Liabilities and Shareholder's Equity		<u>193,051,924</u>	<u>144,859,074</u>

These financial statements were approved by the Board of Directors and authorised for issue on 18 December 2019 and signed on their behalf by:



Director



Director

(The accompanying notes form an integral part of these financial statements)

FINANCIAL STATEMENTS

STATEMENT OF COMPREHENSIVE INCOME

		For the year ended 30 September	
	<u>Notes</u>	<u>2019</u> (\$)	<u>2018</u> (\$)
Income:			
<u>Operating Income:</u>			
Subvention	17	31,000,000	29,000,000
Project management fees		25,417	(161,005)
Tender fees		34,784	122,727
Symposium fees		365,455	-
Consulting fees		227,444	-
Project income	18	<u>13,408,671</u>	<u>13,128,209</u>
		45,061,771	42,089,931
Less: Operating costs	19	<u>(13,779,664)</u>	<u>(12,619,086)</u>
Operating surplus		31,282,107	29,470,845
<u>Other income:</u>			
Interest income		68	28
Other income		<u>66,314</u>	<u>29,104</u>
Total Income		<u>31,348,489</u>	<u>29,499,977</u>
Expenditure:			
Administrative expenses	20	32,370,979	40,206,918
Expected credit loss		7,180,236	-
Recoveries		(25,000)	(874,234)
Gain on foreign exchange translation		<u>(19,773)</u>	<u>(6,954)</u>
Total Expenditure		<u>39,506,442</u>	<u>39,325,730</u>
Net loss before taxation	23	(8,157,953)	(9,825,753)
Taxation		<u>1,552,773</u>	<u>1,864,535</u>
Total Comprehensive Loss for the year		<u>(6,605,180)</u>	<u>(7,961,218)</u>

(The accompanying notes form an integral part of these financial statements)

FINANCIAL STATEMENTS

STATEMENT OF CHANGES IN EQUITY

30 SEPTEMBER 2019

	Contributed Capital (\$)	Accumulated Surplus (\$)	Total Equity (\$)
Balance as at 1 October 2017	5,393,923	131,240,933	136,634,856
Total Comprehensive Loss for the year	-	(7,961,218)	(7,961,218)
Balance as at 30 September 2018	<u>5,393,923</u>	<u>123,279,715</u>	<u>128,673,638</u>
Balance as at 30 September 2018	5,393,923	123,279,715	128,673,638
Expected credit loss - 1 October 2018 (IFRS 9 adjustment)	-	(987,700)	(987,700)
Revised balance as at 1 October 2018	5,393,923	122,292,015	127,685,938
Total Comprehensive Loss for the year	-	(6,605,180)	(6,605,180)
Balance as at 30 September 2019	<u>5,393,923</u>	<u>115,686,835</u>	<u>121,080,758</u>

(The accompanying notes form an integral part of these financial statements)

FINANCIAL STATEMENTS

STATEMENT OF CASH FLOWS

	For the year ended 30 September	
	<u>2019</u>	<u>2018</u>
	(\$)	(\$)
Operating Activities:		
Net loss before taxation	(8,157,953)	(9,825,753)
Adjustment for:		
Expected credit loss	7,180,236	-
Expected credit loss - 1 October 2018 (IFRS 9 adjustment)	987,700	-
Depreciation	1,436,281	1,666,621
Depreciation on RoJAs	1,640,065	-
Gain on disposal of property, plant and equipment	-	(63,449)
Interest portion of lease payment	<u>64,685</u>	<u>-</u>
	3,151,014	(8,222,581)
Changes in non-cash working capital:		
Net change in accounts receivable and prepayments	(55,082,834)	(523,648)
Net change in accounts payable and accruals	26,540,306	2,542,887
Net change in deferred income	23,350,808	(2,263,456)
Taxation paid (net)	<u>1,238</u>	<u>(214,802)</u>
Cash used in operating activities	<u>(2,039,468)</u>	<u>(8,681,600)</u>
Financing Activities:		
Proceeds from disposal of property, plant and equipment	-	343,719
Purchase of property, plant and equipment	<u>(2,157,983)</u>	<u>(1,008,061)</u>
Cash used in financing activities	<u>(2,157,983)</u>	<u>(664,342)</u>
Investing Activities:		
Interest portion of lease payments	(64,685)	-
Principal portion of lease payment	<u>(1,868,275)</u>	<u>-</u>
Cash used in investing activities	<u>(1,932,960)</u>	<u>-</u>
Net change in cash resources	(6,130,411)	(9,345,942)
Cash resources, beginning of year	<u>114,903,172</u>	<u>124,249,114</u>
Cash resources, end of year	<u>108,772,761</u>	<u>114,903,172</u>
Represented by:		
Cash and cash equivalents	<u>108,772,761</u>	<u>114,903,172</u>

(The accompanying notes form an integral part of these financial statements)

FINANCIAL STATEMENTS

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2019

1. Incorporation and Principal Business Activity:

The National Information and Communication Technology Company Limited ("the company" or iGovTT) was incorporated in the Republic of Trinidad and Tobago on the 20 July 2009 and is wholly owned by the Government of the Republic of Trinidad and Tobago. The registered office is situated at Lord Harris Court, #52 Pembroke Street, Port-of-Spain.

The principal activity of the organisation is the execution and administration of enterprise-wide Information and Communication Technology (ICT) Strategies and Programmes for Ministry Departments, Divisions and Agencies. The objective is to ensure more effective alignment, coordination, integration, consistency, security, inter-operability and cost effectiveness of ICT-related projects and initiatives. It also managed ttConnect – a Government portal that allows the public to access a myriad of Government services.

2. Summary of Significant Accounting Policies:

a) **Basis of Financial Statements Preparation -**

These financial statements are prepared in accordance with International Financial Reporting Standards (IFRSs) as issued by the International Accounting Standards Board (IASB). They are stated in Trinidad and Tobago dollars, expressed in whole dollars and prepared on the historical cost basis.

b) **Fair Value -**

Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date.

For financial reporting purposes, fair value measurements are categorised into Levels 1, 2 or 3 based on the degree to which the inputs to the fair value measurements are observable:

- Level 1 inputs are considered the most reliable evidence of fair value and consist of quoted prices in active markets for identical assets or liabilities;
- Level 2 inputs are inputs (other than quoted prices within Level 1) that are either directly or indirectly observable. They are used when quoted prices for the identical asset or liability are not available; and
- Level 3 inputs are unobservable inputs and are used if little or no market activity occurs for the asset or liability.

FINANCIAL STATEMENTS

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2019

2. Summary of Significant Accounting Policies (Cont'd):

c) **New Accounting Standards and Interpretations -**

The company has not applied the following new standards, revised standards and interpretations that have been issued but are not yet effective as they either do not apply to the activities of the company or have no material impact on its financial statements.

IFRS 1	First-time Adoption of Financial Reporting Standards - Amendments regarding the deletion of short-term exemptions for first-time adopters (effective for accounting periods beginning on or after 1 January 2018).
IFRS 2	Share-based Payment - Amendments regarding the classification and measurement of share-based payment transactions (effective for accounting periods beginning on or after 1 January 2018).
IFRS 4	Insurance Contracts - Amendments regarding the application of IFRS 9 'Financial Instruments' with IFRS 4 'Insurance Contracts' (effective for accounting periods beginning on or after 1 January 2018).
IFRS 9	Financial Instruments - Amendments regarding the application of IFRS 9 'Financial Instruments' with IFRS 4 'Insurance Contracts' (effective for accounting periods beginning on or after 1 January 2018).
IFRS 9	Financial Instruments - Amendments regarding prepayment features with negative compensation (effective for accounting periods beginning on or after 1 January 2019).
IFRS 15	Revenue from Contracts with Customers (effective for accounting periods beginning on or after 1 January 2018).
IFRS 17	Insurance Contracts (effective for accounting periods beginning on or after 1 January 2022).
IAS 28	Investment in Associates - Amendments regarding the long-term interests in associates and Joint Ventures (effective for accounting periods beginning on or after 1 January 2019).
IAS 40	Investment Property - Amendments regarding the transfer of investment property (effective for accounting periods beginning on or after 1 July 2018).

FINANCIAL STATEMENTS

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2019

2. Significant Accounting Policies (Cont'd):

c) **New Accounting Standards and Interpretations (cont'd) -**

IFRIC 22 Foreign Currency Transactions and Advance Consideration (effective for accounting periods beginning on or after 1 January 2018).

IFRIC 23 Uncertainty over Income Tax Treatments (effective for accounting periods beginning on or after 1 January 2019).

d) **Property, plant and equipment -**

Property, plant and equipment are stated at historical cost less accumulated depreciation and accumulated impairment losses.

Cost includes expenditure that is directly attributable to the acquisition of the asset. The cost of self-constructed assets includes the cost of materials and direct labour, any other costs directly attributable to bringing the assets to a working condition for their intended use, the costs of dismantling and removing the items and restoring the site on which they are located, and capitalised borrowing costs. Purchased software that is integral to the functionality of the related equipment is capitalised as part of the equipment.

When parts of an item of property, plant and equipment have different useful lives, they are accounted for as separated items of property, plant and equipment.

The assets' residual values and useful lives are reviewed and adjusted if appropriate, at each reporting date. An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount and are recognised in the Statement of Comprehensive Income.

Depreciation is provided using the reducing balance method (buildings straight-line method). The following rates considered appropriate to write-off the assets over their estimated useful lives are applied:

Buildings	-	2%	Furniture and Fittings	-	12.5%
Office Equipment	-	12.5%	Computers Equipment	-	25%
Motor Vehicles	-	25%	Leasehold Improvements	-	12.5%

No depreciation is provided on Work-in-Progress.

FINANCIAL STATEMENTS

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2019

2. Significant Accounting Policies (Cont'd):

e) **Financial Instruments -**

Financial assets and liabilities are recognised on the company's Statement of Financial Position when the company becomes a party to the contractual provisions of the instrument.

Financial assets

All recognised financial assets that are within the scope of International Financial Reporting Standard (IFRS) 9 are required to be subsequently measured at amortised cost or fair value on the basis of:

- (i) the entity's business model for managing the financial assets; and
- (ii) the contractual cash flow characteristics of the financial assets.

The company reassess its business models each reporting period to determine whether they have changed. No such changes have been identified for the current year.

Principal is the fair value of the financial asset at initial recognition. Interest is consideration for the time value of money and for credit and other risks associated with the principal outstanding. Interest also has a profit margin element.

Initial measurement

All financial instruments are initially measured at the fair value of consideration given or received.

The company measures fair values in accordance with IFRS 13, which defines fair value as the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. The company uses a fair value hierarchy that categorises valuation techniques into three levels:

FINANCIAL STATEMENTS

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2019

2. Significant Accounting Policies (Cont'd):

e) **Financial Instruments (cont'd) -**

- (i) Level 1 inputs are quoted prices in active markets for identical assets or liabilities. Assets and liabilities are classified as Level 1 if their value is observable in an active market. The use of observable market prices and model inputs, when available, reduces the need for management judgement and estimation, as well as the uncertainty related with the estimated fair value.
- (ii) Level 2 inputs are inputs other than quoted prices that are observable for the asset or liability, either directly or indirectly. Level 2 inputs include quoted prices for similar assets or liabilities in active markets; quoted prices for identical or similar assets or liabilities in markets that are not active; and inputs other than quoted prices that are observable for the asset or liability.
- (iii) Level 3 inputs are unobservable inputs. Assets and liabilities are classified as Level 3 if their valuation incorporates significant inputs that are not based on observable market data.

Subsequent measurement

Those financial assets such receivables, which are held within a business model with the sole objective of collecting contractual cash flows which comprise principal only, are subsequently measured at amortised cost. Gains/losses arising on remeasurement of such financial assets are recognised in profit or loss as movements in Expected Credit Loss. When a financial asset measured at amortised cost is derecognised, the gain/loss is reflected in profit or loss.

All other financial assets are subsequently measured at Fair Value Through Profit and Loss (FVTPL), except for equity investments, which the company has opted, irrevocably, to measure at Fair Value Through Other Comprehensive Income (FVTOCI). When a financial asset measured at FVTOCI is derecognised, the cumulative gain/loss previously recognised in OCI is reclassified from equity to profit or loss. When an equity investment measured at FVTOCI is derecognised, the cumulative gain/loss previously recognised in OCI is not subsequently reclassified to profit or loss but instead, transferred within equity.

FINANCIAL STATEMENTS

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2019

2. Significant Accounting Policies (Cont'd):

e) **Financial Instruments (cont'd) -**

Reclassification

If the business model under which the company holds financial assets changes, the financial assets affected are reclassified accordingly from the first day of the first reporting period following the change in business model. Equity instruments which the company opted to treat at FVTOCI cannot be reclassified.

Impairment

Financial assets are amortised costs are impaired at one of two levels:

- (i) Twelve-month Expected credit loss (ECL) – These are losses that result from default events that are possible within twelve months after the reporting date. Such financial assets are at 'Stage 1'.
- (ii) Lifetime ECL - These are losses that result from all possible default events over the life of the financial instrument. Such financial assets are at 'Stage 2' or 'Stage 3'.

A loss allowance for full lifetime ECL is required for a financial instrument if the credit risk on that financial instrument has increased significantly since initial recognition. For all other financial instruments, ECLs are measured at an amount equal to the twelve-month ECL.

ECL is a probability-weighted estimate of the present value of credit losses, measured as the present value of the difference between (i) the cash flows due to the company under contract; and (ii) the cash flows that the company expects to receive, discounted at the asset's effective interest rate.

Performing financial assets – Stage 1

For performing assets and those expected to perform normally, the loss allowance is the 12-month expected credit loss and is done immediately at initial recognition of asset.

Significant increase in credit risk – Stage 2

When an asset becomes 30 days past due, the company considers that a significant increase in credit risk has occurred and the asset is deemed to be at Stage 2 and the loss allowance is measured as the lifetime ECL.

FINANCIAL STATEMENTS

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2019

2. Significant Accounting Policies (Cont'd):

e) **Financial Instruments (cont'd) -**

Credit-impaired financial assets – Stage 3

A financial asset is 'credit-impaired' when events that have a detrimental impact on the estimated future cash flows of the financial asset have occurred. Credit-impaired financial assets are referred to as Stage 3 assets. Evidence of credit-impairment includes observable data about one or more of the following events:

- (i) significant financial difficulty of the Ministry, Division or Agency (MDAs)
- (ii) a breach of contract such as a default or past due event;

There is a rebuttable presumption that financial assets that are in defaulted for more than one hundred and twenty (120) days are credit impaired. The company also considers a financial asset to be credit impaired if the client is unlikely to pay its credit obligation. To determine this, the company takes into account changes in the public sector. The company used its historical experience and forward-looking information that is available without undue cost or effort. If there has been a significant increase in credit risk the company will measure the loss allowance based on lifetime rather than twelve-month ECL.

Modification and Derecognition of Financial Assets

The company will continue to work with MDAs that are in financial difficulty in order to maximise collection and minimise the risk of default. When a financial asset is modified, the company assesses whether this modification results in derecognition of the original amount

In the case where the financial asset is derecognised, the new financial asset will have a loss allowance measured based on twelve-month ECL. If, however, there remains a high risk of default under the renegotiated terms, the loss allowance will be measured based on lifetime ECL.

When the modification does not result in derecognition, the company will measure loss allowance at an amount equal to lifetime ECL.

FINANCIAL STATEMENTS

NOTES TO THE FINANCIAL STATEMENTS

30 SEPTEMBER 2019

2. Significant Accounting Policies (Cont'd):

e) **Financial Instruments (cont'd) -**

Write-off

Receivables are written off when the company has no reasonable expectations of recovering the financial asset, for example, when the company determines or when the MDAs has written advising of their inability to settle. A write-off constitutes a derecognition event. Subsequent recoveries resulting from the company's enforcement activities will result in gains.

Financial liabilities

Since the company does not trade in financial liabilities, and since there are no measurement or recognition inconsistencies, all financial liabilities are initially measured at fair value, net of transaction costs and subsequently, at amortised cost using the effective interest method. The effective interest rate is the rate that exactly discounts estimated future cash payments through the expected life of the financial instrument to the net carrying amount on initial recognition. Financial liabilities recognised at amortised cost are not reclassified.

Critical accounting judgements and key sources of estimation uncertainty

Business model assessment:

The company reassess its business models each reporting period to determine whether they continue to be appropriate and if there need to be a prospective change to the classification of financial assets. This assessment includes judgement regarding:

- (i) how the performance of the assets is evaluated and measured; and
- (ii) the risks that affect the performance of the assets and how these risks are managed.

Significant increase of credit risk:

The company computes twelve-month ECL for Stage 1 assets and lifetime ECL for Stage 2 or Stage 3 assets. An asset moves to stage 2 when its credit risk has increased significantly since initial recognition. Assessing whether there has been a significant increase in credit risk requires judgement which takes into the account reasonable and supportable forward-looking information.

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2. Significant Accounting Policies (Cont'd):

e) **Financial Instruments (cont'd) -**

Critical accounting judgements and key sources of estimation uncertainty (cont'd)

Establishing groups of assets with similar credit risk characteristics:

When ECL is measured on a collective basis, the financial instruments are grouped on the basis of shared risk characteristics. The company monitors the appropriateness of the credit risk characteristics on an ongoing basis to assess whether they continue to be similar. Judgement is required in determining whether and when to move assets between portfolios.

Valuation models and assumptions used:

The company uses various valuation models and assumptions in measuring the fair value of financial assets, as well as in estimating ECL. Judgement is applied in identifying the most appropriate valuation model for each type of asset, as well as in determining the assumptions to be used for each model.

Key sources of estimation uncertainty

Probability of default (PD):

PD is an estimate of the likelihood of default over a given period of time, the calculation of which includes historical data, assumptions and expectations of future conditions. PD constitutes a key input in measuring ECL.

Loss Given Default (LGD):

LGD is an estimate of the percentage loss arising on default, and is based on the difference between the contractual cash flows due and those that the company would reasonably expect to receive. LGD is a key input in measuring ECL.

Fair value measurement and valuation process:

In estimating the fair value of a financial asset or a liability, the company uses market-observable data to the extent it is available. Where such Level 1 inputs are not available, the company uses valuation models to determine the fair value of its financial instruments.

Exposure at Default (EAD):

EAD is an estimate of the total loss incurred when a customer defaults, taking into account expected changes in the exposure after the reporting date, including repayments of principal and interest. EAD is a key input in measuring ECL.

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2. Significant Accounting Policies (Cont'd):

e) **Financial Instruments (cont'd) -**

Credit risk

Credit risk is the risk that a MDAs will default on their contractual obligations resulting in financial loss to the company. Credit risk mainly arises from projects, because it represents the company's main income generating activity, credit risk is the principal risk for the company.

Credit risk management

The company's finance committee is responsible for managing the company's credit risk by:

- (i) ensuring that the company has appropriate credit risk practices, including an effective system of internal control, to consistently determine adequate allowances in accordance with the company's policies and procedures, International Financial Reporting Standards and relevant supervisory guidance.
- (ii) identifying, assessing and measuring credit risk across the company, from an individual financial instrument to the portfolio level.
- (iii) categorising exposures according to the degree of risk of default.
- (iv) developing and maintaining processes for measuring ECL.
- (v) providing guidance to promote best practice in the management of risk.

The internal audit function performs regular audits making sure that the established controls and procedures are adequately designed and implemented.

Significant increase in credit risk

The company presumes that the credit risk on a financial asset has increased significantly since initial recognition when contractual payments are more than one hundred and twenty (120) days past due, unless the company has reasonable and supportable information that demonstrates otherwise. The company has monitoring procedures to ensure that significant increase in credit risk is identified before default occurs.

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30 SEPTEMBER 2019

2. Significant Accounting Policies (Cont'd):

e) **Financial Instruments (cont'd) -**

Measurement of ECL

The key inputs used for measuring ECL are:

- (i) probability of default (PD);
- (ii) loss given default (LGD); and
- (iii) exposure at default (EAD).

The company measures ECL on an individual basis, or on a collective basis for portfolios of accounts that share similar economic risk characteristics.

The following table reconciles the carrying amount of the financial assets from their previous measurement category in accordance with IAS 39 to their new measurement categories upon transition to IFRS 9 on 1 October 2018.

	IAS 39 carrying value 30/09/18	Reclassification	ECL Remeasurement	IFRS 9 carrying value 01/10/18
	\$	\$	\$	\$
Accounts Receivable and prepayments	22,074,600	-	-	22,074,600
Expected credit loss	(514,830)	-	(987,700)	(1,502,530)
	21,559,770	-	(987,700)	20,572,070

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2. Significant Accounting Policies (Cont'd):

g) **Government subvention -**

Grants from the Government of the Republic of Trinidad and Tobago are recognised at their fair value where there is a reasonable assurance that the grant will be received and the company will comply with all the attached conditions.

Unconditional grants related to the on-going operations of the company are recognised when the amount can be reliably measured and it is probable that future economic benefits will flow to the company.

Grants that relate to recurrent costs are deferred as liabilities and recognised in the Statement of Comprehensive Income over the period necessary to match them with the costs they are intended to compensate. Grants in excess of recurrent costs are deferred.

Grants that relate to capital costs are recognised in the Statement of Comprehensive Income as revenue on a systematic basis over the life of the asset.

h) **Stated capital -**

The stated capital consists of a **\$5,000,010** capital investment by the Government of the Republic of Trinidad and Tobago.

During the fiscal year 2016 and 2017, there was a transfer of capital investment in accordance with Cabinet decision dated 23 April 2009 of vested assets, which instructed the company to treat said assets as stated capital. The company has recognised as a capital injection, the transfer of two motor vehicles for use in the operations of the company. The value of the capital injection is the fair value of the assets at the date of transfer. The value was determined by an external independent valuator. Although the initial transfer was for two motor vehicles and a building, the decision to transfer the building was rescinded on 13 July 2017 through Cabinet Minute Note 127.

i) **Finance leases -**

The leases entered into by the company which do not transfer substantially all the risk and benefits of ownership are classified as finance leases. The total payments made under finance leases are charged to lease liabilities and leases interest in accordance to IFRS 16.

j) **Provisions -**

A provision is recognised if, as a result of a past event, the company has a present legal or constructive obligation that can be estimated reliably, and it is probable that an outflow of economic benefits will be required to settle the obligation.

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2. Significant Accounting Policies (Cont'd):

k) **Borrowings -**

Borrowings are initially measured at transaction price (that is the present value of cash payable to the lender, including transaction costs). Borrowings are subsequently stated at amortised cost. Interest expense is recognised on the basis of the effective interest rate method and is included in finance costs.

Borrowings costs are recognised in profit and loss in the period in which they are incurred.

l) **Impairment -**

The carrying amounts of the company's assets are reviewed at each reporting date to determine whether there is any indication of impairment. If such an indication exists, the asset's recoverable amount is estimated.

An impairment loss is recognised whenever the carrying amount of an asset exceeds its recoverable amount. Impairment losses are recognised in the Statement of Comprehensive Income.

An impairment loss is reversed if there has been a change in the estimates used to determine the recoverable amount. An impairment loss is reversed only to the extent that the asset's carrying amount does not exceed the carrying amount that would have been determined, net of depreciation or amortisation, if no impairment loss had been recognised.

m) **Revenue Recognition -**

Subvention

This pertains to grants from the Government of the Republic of Trinidad and Tobago ("GORTT") to fund the operations of the company and GORTT ICT-wide projects.

Project Management Fees

This pertains to fees for managing projects and consultation on ICT procurement performed for GORTT and state entities.

Other Income

This pertains to income from various sources including interest income and tender fees.

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2. Significant Accounting Policies (Cont'd):

n) **Foreign Currency Transactions -**

Foreign currency transactions are translated at the exchange rates ruling at the date of the transactions and any gains or losses arising are taken into the Statement of Comprehensive Income. Assets and liabilities denominated in foreign currencies are expressed in Trinidad and Tobago currency at rates of exchange ruling at the reporting date.

o) **Comparative Information -**

Where necessary, comparative amounts have been adjusted to conform with the changes in presentation in the current year.

3. Financial Risk Management:

Risk Management

The risk management process is an integral part of management and it is vital in the health and safety of employees and members of the public.

Risk management structure

The company's risk management structure assigns responsibilities to the following as outlined in the State Enterprises Performance Monitoring Manual.

Role of the Board

The Board of Directors, under the Companies Act 1995, directs the management of the business and affairs for the company. The Board performs a set of specific functions aimed at meeting the mission of the company. Its main responsibility lies in planning, monitoring and controlling the activities of the company so as to ensure optimal utilisation of its resources and the achievement of its corporate objectives. It ensures that policies and business decisions taken at the Board level are implemented. The Board also ensures that the policies and objectives of the company reflect the policies of GORTT. It is the Board's responsibility to ensure the company is staffed by competent senior management personnel, to set standards and to review managerial performance in the context of the company's objectives.

Role of Internal Audit

Internal audit is an independent, objective, assurance and consulting activity designed to add value and improve the company's operations. It helps the company to achieve its objectives by evaluating the effectiveness of risk management, control and governance processes.

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30 SEPTEMBER 2019

3. Financial Risk Management (Cont'd):

Risk Management (cont'd)

Role of the Finance Committee

This Committee is appointed by the Board to act in an advisory capacity. The Committee's primary duties and responsibilities are to formulate and recommend policies and procedures to the Board for approval. The Committee also continually reviews policies and procedures in light of economic and business conditions, to ensure relevance to the company and where needed, make recommendations for Board approval.

The following table summarises the carrying amounts and fair values of the company's financial assets and liabilities:

	2019	
	<u>Carrying Value</u>	<u>Fair Value</u>
	(\$)	(\$)
Financial Assets		
Cash and cash equivalents	108,772,761	108,772,761
Accounts receivable and prepayments	67,486,968	67,486,968
Financial Liabilities		
Accounts payable and accruals	39,207,362	39,207,362
Lease liabilities	5,733,742	5,733,742
	2018	
	<u>Carrying Value</u>	<u>Fair Value</u>
	(\$)	(\$)
Financial Assets		
Cash and cash equivalents	114,903,172	114,903,172
Accounts receivable and prepayments	21,559,770	21,559,770
Financial Liabilities		
Accounts payable and accruals	12,667,057	12,667,057

The company is exposed to interest rate risk, credit risk, liquidity risk, currency risk, operational risk, compliance risk and reputation risk. The risk management policies employed by the company to manage these risks are discussed below:

a) **Interest Rate Risk -**

Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The company is exposed to interest rate risk through the effect of fluctuations in the prevailing levels of interest rates on interest bearing financial assets and liabilities.

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30 SEPTEMBER 2019

3. Financial Risk Management (Cont'd):

a) Interest Rate Risk (cont'd) -

Interest Rate Sensitivity Analysis

The company's exposure to interest rate risk is summarised in the table below, which analyses assets and liabilities at their carrying amounts categorised according to their maturity dates.

	Interest Rate (\$)	2019			Non-Interest Bearing (\$)	Total (\$)
		Up to 1 year (\$)	1 to 5 years (\$)	Over 5 years (\$)		
Financial Assets						
Cash and cash equivalents	0.08%	108,764,761	-	-	8,000	108,772,761
Accounts receivable and prepayments	0.00%	-	-	-	67,486,968	67,486,968
		<u>108,764,761</u>	<u>-</u>	<u>-</u>	<u>67,494,968</u>	<u>176,259,729</u>
Financial Liabilities						
Accounts payable and accruals	0.00%	-	-	-	39,207,362	39,207,362
Lease liabilities	7.50%	1,676,728	4,057,014	-	-	5,733,742
		<u>1,676,728</u>	<u>4,057,014</u>	<u>-</u>	<u>39,207,362</u>	<u>44,941,104</u>
	Interest Rate (\$)	2018			Non-Interest Bearing (\$)	Total (\$)
Financial Assets						
Cash and cash equivalents	0.08%	114,895,172	-	-	8,000	114,903,172
Accounts receivable and prepayments	0.00%	-	-	-	21,559,770	21,559,770
		<u>114,895,172</u>	<u>-</u>	<u>-</u>	<u>21,567,770</u>	<u>136,462,942</u>
Financial Liabilities						
Accounts payable and accruals	0.00%	-	-	-	12,667,057	12,667,057
		<u>-</u>	<u>-</u>	<u>-</u>	<u>12,667,057</u>	<u>12,667,057</u>

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3. Financial Risk Management (Cont'd):

b) **Credit Risk -**

Credit risk arises when a failure by counter parties to discharge their obligations could reduce the future cash inflows from financial assets on hand at the reporting date. The company relies on its policies and guidelines on trade debtor management, which establishes the policies governing the granting of credit to customers and provides a comprehensive framework for prudent risk management of the credit function. These guidelines communicate the company's credit philosophy; provide policy guidelines to team members involved in granting credit; establish minimum standards for credit analysis, documentation, decision making and post-disbursement administration; and create the foundation for a sound credit portfolio.

The company's debtor' portfolio is managed and consistently monitored by management and where necessary, provisions have been established for potential credit losses on delinquent accounts.

Cash balances are held with high credit quality financial institutions and the company has policies to limit the amount of exposure to any single financial institution.

The company also actively monitors global economic developments and government policies.

The maximum exposure to credit risk at year end was:

	30 September	
	<u>2019</u>	<u>2018</u>
	(\$)	(\$)
Trade receivables, net	1,527,907	14,728,951
Cash	<u>108,772,761</u>	<u>114,903,172</u>
	<u>110,300,668</u>	<u>129,632,123</u>
<i>Credit risk</i>		
The aging of trade receivables at year-end was:		
Current	1,594,735	1,384,208
1-30 days due	-	178,275
31-90 days due	13,197	5,481,698
Over 90 days due	<u>8,202,326</u>	<u>8,199,600</u>
	<u>9,810,258</u>	<u>15,243,781</u>

Impairment losses in the sum of **\$8,083,779** were recognised for trade receivables in 2019 (2018: Nil).

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30 SEPTEMBER 2019

3. Financial Risk Management (Cont'd):

d) **Currency Risk -**

Currency risk is the risk that the value of financial instruments will fluctuate due to changes in foreign exchange rates. Currency risk arises when future commercial transactions and recognised assets and liabilities are denominated in a currency that is not the company's measurement currency. The company is exposed to foreign exchange risk arising from various currency exposures primarily with respect to the United States Dollar. The company's management monitors the exchange rate fluctuations on a continuous basis and acts accordingly.

e) **Operational Risk -**

Operational risk is the risk that derives from deficiencies relating to the company's information technology and control systems, as well as the risk of human error and natural disasters. The company's systems are evaluated, maintained and upgraded continuously.

f) **Compliance Risk -**

Compliance risk is the risk of financial loss, including fines and other penalties, which arise from non-compliance with laws and regulations of the state. The risk is limited to the extent of monitoring controls applied by the company.

g) **Reputation Risk -**

The risk of loss of reputation arising from the negative publicity relating to the company's operations (whether true or false) may result in a reduction of its clientele, reduction in revenue and legal cases against the company. The company applies a strategy of public relations exercises to minimise this risk.

4. Critical Accounting Estimates and Judgments:

The preparation of financial statements in conformity with IFRSs requires the use of certain critical accounting estimates and requires management to exercise its judgment in the process of applying the company's accounting policies. It also requires the use of assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Although these estimates are based on management's best knowledge of current events and actions, actual results may ultimately differ from those estimates.

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4. Critical Accounting Estimates and Judgments (Cont'd):

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. Actual results could differ from those estimates and assumptions concerning the future.

Changes in accounting estimates are recognised in the Statement of Comprehensive Income in the period in which the estimate is changed, if the change affects that period only, or in the period of the change and future periods if the change affects both current and future periods.

The key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date (requiring management's most difficult, subjective or complex judgements) that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are as follows:

i) Impairment of assets

Management assesses at each reporting date whether assets are impaired. An asset is impaired when the carrying value is greater than its recoverable amount and there is objective evidence of impairment. Recoverable amount is the present value of the future cash flows. Provisions are made for the excess of the carrying value over its recoverable amount.

ii) Property, plant and equipment

Management exercises judgement in determining (i) whether future economic benefits can be derived from expenditures to be capitalised; and (ii) the useful lives and residual values of these assets.

iii) Provisions

The recognition of provisions involves assumptions about the probability, amount and timing of an outflow of resources embodying economic benefits. A provision is recognised to the extent that an outflow of resources embodying economic benefits is probable and a reliable estimate can be made.

iv) Contingent liabilities

Management applies its judgement to the facts and advice it receives from its attorneys, advocates and other advisors in assessing if an obligation is probable, more likely than not, or remote. Such judgement is used to determine if the obligation is recognised as a liability or disclosed as a contingent liability.

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30 SEPTEMBER 2019

4. Critical Accounting Estimates and Judgments (Cont'd):

v) Revenue

The organisation recognises revenue when the value can be reliably measured and when it is probable that future economic benefit will flow to the organisation.

vi) Income taxes

Estimates are required in determining the charge for income taxes. There are some transactions and calculations for which the ultimate tax determination is uncertain during the ordinary course of business. The company recognises liabilities for anticipated tax issues based on estimates of whether additional taxes will be due.

Where the final outcome of these matters is different from the amounts that were initially recorded, such differences will impact the income tax and deferred tax liabilities in the period in which such determination is made

5. Cash and Cash Equivalents:

	30 September	
	<u>2019</u>	<u>2018</u>
	(\$)	(\$)
Cash in hand	8,000	8,000
Cash at bank – iGovTT	103,188,140	109,466,863
Cash at bank – ttConnect	<u>5,576,621</u>	<u>5,428,309</u>
	<u>108,772,761</u>	<u>114,903,172</u>

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6. **Accounts Receivable and Prepayments:**

	30 September	
	<u>2019</u>	<u>2018</u>
	(\$)	(\$)
Trade receivables	9,810,258	15,243,781
Provision for expected credit loss	<u>(8,282,351)</u>	<u>(514,830)</u>
	1,527,907	14,728,951
Deferred expenses	26,047,821	1,869,972
VAT recoverable	5,478,499	4,823,958
Microsoft Enterprise Agreement	33,574,110	-
Managed services – Tobago Regional Health Authority	711,639	-
Other receivables	<u>146,992</u>	<u>136,889</u>
	<u>67,486,968</u>	<u>21,559,770</u>
 <u>Provision for Expected Credit Loss</u>		
Balance at beginning of year	514,830	1,389,064
Expected credit loss - 1 October 2018 (IFRS 9 adjustment)	<u>987,700</u>	-
Revised balance at beginning of year	1,502,530	1,389,064
Write-off of debts previously provided for	(375,415)	-
Expected credit loss	7,180,236	-
Recoveries	<u>(25,000)</u>	<u>(874,234)</u>
Balance at end of year	<u>8,282,351</u>	<u>514,830</u>

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7. Property, Plant and Equipment:

	<u>Furniture and Fittings</u> (<u>\$</u>)	<u>Office Equipment</u> (<u>\$</u>)	<u>Computer Equipment</u> (<u>\$</u>)	<u>Motor Vehicles</u> (<u>\$</u>)	<u>Leasehold Improvements</u> (<u>\$</u>)	<u>Work in Progress</u> (<u>\$</u>)	<u>Total</u> (<u>\$</u>)
Cost							
Balance as at 1 October 2018	285,340	3,558,880	6,767,946	2,430,574	6,000,935	170,956	19,214,631
Additions	63,900	206,818	1,427,299	52,200	-	407,766	2,157,983
Reclassifications	-	-	-	11,330	-	(11,330)	-
Balance as at 30 September 2019	<u>349,240</u>	<u>3,765,698</u>	<u>8,195,245</u>	<u>2,494,104</u>	<u>6,000,935</u>	<u>567,392</u>	<u>21,372,614</u>
Accumulated Depreciation							
Balance as at 1 October 2018	112,185	2,052,417	5,049,989	1,769,130	2,159,690	-	11,143,411
Charge for the year	39,203	215,781	523,869	177,273	480,155	-	1,436,281
Balance as at 30 September 2019	<u>151,388</u>	<u>2,268,198</u>	<u>5,573,858</u>	<u>1,946,403</u>	<u>2,639,845</u>	<u>-</u>	<u>12,579,692</u>
Net Book Value							
Balance as at 30 September 2019	<u><u>197,852</u></u>	<u><u>1,497,500</u></u>	<u><u>2,621,387</u></u>	<u><u>547,701</u></u>	<u><u>3,361,090</u></u>	<u><u>567,392</u></u>	<u><u>8,792,922</u></u>
Balance as at 30 September 2018	<u><u>173,155</u></u>	<u><u>1,506,463</u></u>	<u><u>1,717,957</u></u>	<u><u>661,444</u></u>	<u><u>3,841,245</u></u>	<u><u>170,956</u></u>	<u><u>8,071,220</u></u>

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7. Property, Plant and Equipment (Cont'd):

	Furniture and Fittings (\$)	Office Equipment (\$)	Computer Equipment (\$)	Motor Vehicles (\$)	Leasehold Improvements (\$)	Work in Progress (\$)	Total (\$)
Cost							
Balance as at 1 October 2017	5,834,726	3,404,126	6,732,302	2,653,825	-	150,796	18,775,775
Additions	35,399	154,754	41,598	340,000	416,150	20,160	1,008,061
Reclassifications	(5,584,785)	-	-	-	5,584,785	-	-
Disposals	-	-	(5,954)	(563,251)	-	-	(569,205)
Balance as at 30 September 2018	<u>285,340</u>	<u>3,558,880</u>	<u>6,767,946</u>	<u>2,430,574</u>	<u>6,000,935</u>	<u>170,956</u>	<u>19,214,631</u>
Accumulated Depreciation							
Balance as at 1 October 2017	1,740,868	1,816,470	4,301,349	1,907,038	-	-	9,765,725
Charge for the year	21,891	235,947	750,117	149,550	509,116	-	1,666,621
Reclassifications	(1,650,574)	-	-	-	1,650,574	-	-
Disposals	-	-	(1,477)	(287,458)	-	-	(288,935)
Balance as at 30 September 2018	<u>112,185</u>	<u>2,052,417</u>	<u>5,049,989</u>	<u>1,769,130</u>	<u>2,159,690</u>	<u>-</u>	<u>11,143,411</u>
Net Book Value							
Balance as at 30 September 2018	<u><u>173,155</u></u>	<u><u>1,506,463</u></u>	<u><u>1,717,957</u></u>	<u><u>661,444</u></u>	<u><u>3,841,245</u></u>	<u><u>170,956</u></u>	<u><u>8,071,220</u></u>
Balance as at 30 September 2017	<u><u>4,093,858</u></u>	<u><u>1,587,656</u></u>	<u><u>2,430,953</u></u>	<u><u>746,787</u></u>	<u><u>-</u></u>	<u><u>150,796</u></u>	<u><u>9,010,050</u></u>

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8. Lease Assets/Liabilities:

With the introduction of IFRS 16, leases that were previously recorded as operating leases were evaluated to establish if they were right-of-use assets (RoUAs). Opting for the modified retrospective approach, these RoUAs were measured at the amount equal to their equivalent lease liabilities as shown in the table below. The lease liabilities were measured as the present value of the remaining lease payments – discounted using an incremental borrowing rate of 7.50% at the date of initial application of 1 October 1 2018 (Source: Central Bank of Trinidad and Tobago).

Subsequent to the initial application, depreciation was provided on a straight-line basis over the expected term of the RoUAs. Lease payments were apportioned to an interest element as well as a payment against the discounted lease liabilities.

<u>Lease Assets</u>	<u>Property</u> (<u>\$</u>)	<u>Office Equipment/ Fixture</u> (<u>\$</u>)	<u>Total</u> (<u>\$</u>)
Cost			
Balance as at 1 October 2018	-	-	-
Restatement	7,280,559	321,458	7,602,017
Additions for the period	<u>-</u>	<u>-</u>	<u>-</u>
Balance as at 30 September 2019	<u>7,280,559</u>	<u>321,458</u>	<u>7,602,017</u>
Accumulated Depreciation			
Balance as at 1 October 2018	-	-	-
Charge for the period	<u>1,453,231</u>	<u>186,834</u>	<u>1,640,065</u>
Balance as at 30 September 2019	<u>1,453,231</u>	<u>186,834</u>	<u>1,640,065</u>
Net Book Value			
Balance as at 30 September 2019	<u>5,827,328</u>	<u>134,624</u>	<u>5,961,952</u>
<u>Lease Liabilities</u>			
Balance as at 1 October 2018	-	-	-
Restatement	7,280,559	321,458	7,602,017
Payments	<u>(1,679,452)</u>	<u>(188,823)</u>	<u>(1,868,275)</u>
Balance as at 30 September 2019	<u>5,601,107</u>	<u>132,635</u>	<u>5,733,742</u>
Current portion	1,558,465	118,263	1,676,728
Non-current portion	<u>4,042,642</u>	<u>14,372</u>	<u>4,057,014</u>
	<u>5,601,107</u>	<u>132,635</u>	<u>5,733,742</u>

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9. **Deferred Taxation:**

	30 September	
	<u>2019</u>	<u>2018</u>
	(\$)	(\$)
Balance at beginning of year	958,152	901,023
Effect on Statement of Comprehensive Income	<u>(1,559,248)</u>	<u>57,129</u>
Balance at end of year	<u>(601,096)</u>	<u>958,152</u>
Deferred taxation is attributable to the following items:		
Lease liabilities	<u>(1,720,122)</u>	-
Property, plant and equipment	<u>1,119,026</u>	<u>958,152</u>
Balance at end of year	<u>(601,096)</u>	<u>958,152</u>

10. **Accounts Payable and Accruals:**

	30 September	
	<u>2019</u>	<u>2018</u>
	(\$)	(\$)
Trade payables	705,069	8,583,980
Accruals	3,929,021	2,979,558
Project expense - Microsoft	33,574,110	-
Other	<u>999,163</u>	<u>1,103,519</u>
	<u>39,207,363</u>	<u>12,667,057</u>

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11. **Deferred Income:**

	30 September	
	<u>2019</u>	<u>2018</u>
	(\$)	(\$)
<i>Advance Payments -</i>		
Balance at beginning of the year	2,560,227	4,823,683
Advanced billings	1,806,364	-
Transfer to Statement of Comprehensive Income	<u>(3,847,029)</u>	<u>(2,263,456)</u>
Balance as at end of the year	<u>519,562</u>	<u>2,560,227</u>
<i>Microsoft Agreement -</i>		
Balance at beginning of the year	-	-
Increases	33,574,110	-
Amortisation during the year	<u>(8,182,637)</u>	<u>-</u>
Balance as at end of the year	<u>25,391,473</u>	<u>-</u>
	<u>25,911,035</u>	<u>2,560,227</u>

12. **Contributed Capital:**

	30 September	
	<u>2019</u>	<u>2018</u>
	(\$)	(\$)
Authorised		
Unlimited number of shares at no par value		
Issued and outstanding		
10 shares at no par value	10	10
Issued and fully paid		
5,000,000 shares at no par value	5,000,000	5,000,000
Share application *	<u>393,913</u>	<u>393,913</u>
	<u>5,393,923</u>	<u>5,393,923</u>

* This relates to assets vested in the company by GORTT. This forms part of the company's contributed capital as instructed by Cabinet decision dated 23 April 2009.

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13. Related Party Transactions:

As the company is wholly owned by GORTT, and given its mandate, these are the significant transactions entered into with other government-controlled entities (Ministries and State Agencies):

- Contracts for Procurement
- Contract Management for enterprise wide government agreements for government ministries.

Key management personnel

Key management personnel receive compensation in the form of short-term, employee benefits and post-employment benefits.

	30 September	
	<u>2019</u>	<u>2018</u>
	(\$)	(\$)
Short-term benefits:		
Directors	558,335	561,000
Executive Management	6,111,611	6,089,181
Post employment benefits:		
Executive Management	<u>204,362</u>	<u>1,325,258</u>
	<u>6,874,308</u>	<u>7,975,439</u>

GORTT itself is not considered a related party.

14. Fair Values:

Fair value is the amount for which an asset could be exchanged, or a liability settled between knowledgeable, willing parties in an arm's length transaction. The existence of published price quotation in an active market is the best evidence of fair value. Where market prices are not available, fair values are estimated using various valuation techniques, including using recent arm's length market transactions between knowledgeable, willing parties, if available, current fair value of another financial instrument that is substantially the same and discounted cash flow analysis.

The following methods have been used to estimate the fair values of various classes of financial assets and liabilities:

Current Assets and Liabilities

The carrying amounts of current assets and liabilities are a reasonable approximation of the fair values because of their short-term nature.

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15. Capital Risk Management:

The company manages its capital to ensure that it will be able to continue as a going concern while maximising the return to its shareholder, whilst providing value to the clients. The company's overall strategy remains unchanged from previous years.

The capital structure of the company consists of equity attributable to its shareholder, and comprises stated capital and accumulated surplus.

16. Operating Leases:

	30 September	
	<u>2019</u>	<u>2018</u>
	(\$)	(\$)
Non-cancellable operating lease rentals are payable as follows:		
Less than one year	1,936,560	1,952,400
Between one and five years	<u>7,746,240</u>	<u>7,809,600</u>
	<u>9,682,800</u>	<u>9,762,000</u>

During the year, **\$14,400** (2018: **\$1,920,969**) was recognized as an expense in the Statement of Comprehensive Income in respect of operating leases.

In accordance with IFRS 16, amounts paid to lessors during the year were discounted and allocated between Interest and Lease Liabilities. See **Note 8**.

17. Subvention:

	30 September	
	<u>2019</u>	<u>2018</u>
	(\$)	(\$)
Subventions received during the year – iGovTT	24,000,000	21,000,000
Subventions received during the year – ttConnect	7,000,000	8,000,000
Recognised in Statement of Comprehensive Income	<u>(31,000,000)</u>	<u>(29,000,000)</u>
Balance, end of the year	<u>—</u>	<u>—</u>

Funding for the operations of the company is provided through Government subventions. During the year, the company received subventions for recurrent expenditure in the sum of **\$31,000,000** (2018: **\$29,000,000**).

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18. **Project Income:**

	30 September	
	<u>2019</u> (\$)	<u>2018</u> (\$)
Advance Payments	3,297,110	8,431,097
Microsoft Agreement	<u>10,111,561</u>	<u>4,697,112</u>
	<u>13,408,671</u>	<u>13,128,209</u>
iGovTT	13,408,671	12,870,209
ttConnect	<u>-</u>	<u>258,000</u>
	<u>13,408,671</u>	<u>13,128,209</u>

19. **Operating Costs:**

	30 September	
	<u>2019</u> (\$)	<u>2018</u> (\$)
Contracted Services - Local	10,332,693	3,934,556
Contracted Services - Foreign	<u>3,446,971</u>	<u>8,684,530</u>
	<u>13,779,664</u>	<u>12,619,086</u>

Operating costs comprise expenses incurred by the company in engaging service providers with respect to the physical infrastructure, software and maintenance services associated with the provision of ICT services to the GORTT, for projects such as Government Wide Area Network (GovNetT), Single Electronic Window (SEW), Portal, Microsoft and others.

20. **Administrative Expenses:**

	30 September	
	<u>2019</u> (\$)	<u>2018</u> (\$)
iGovTT (Note 21)	26,002,417	33,802,064
ttConnect (Note 22)	<u>6,368,562</u>	<u>6,404,854</u>
	<u>32,370,979</u>	<u>40,206,918</u>

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21. **Administrative Expenses - iGovTT:**

	30 September	
	<u>2019</u>	<u>2018</u>
	(\$)	(\$)
Advertising	43,459	21,061
Audit fees	150,809	210,000
Bank charges	11,339	14,058
Board expenses	56,387	59,595
Building maintenance	434,083	2,467,500
Depreciation	1,436,281	1,666,621
Depreciation (RoUAs)	858,844	-
Director expenses	558,335	561,000
Electricity	269,869	245,567
Employee assistance programme	15,690	-
Equipment repairs and maintenance	64,261	44,866
Functions	12,670	-
Gain on disposal	(200)	(63,449)
Insurance	115,517	127,910
Janitorial	455,331	458,513
Lease interest	33,828	-
Legal fees	115,220	241,402
Meeting expenses	17,196	8,872
Minor equipment	633	-
Motor vehicle expenses	36,345	30,754
NIS – Employer's contributions	1,031,819	1,129,206
Office expenses	172,136	136,717
Postage	2,072	1,439
Printing and stationery	64,034	47,597
Professional fees	529,507	1,480,189
Publications	23,957	41,439
Publicity and promotion	157,542	16,415
Recruitment expense	35,229	171,808
Rental – equipment	-	112,446
Rental – property	-	780,000
Salaries and wages	17,159,867	22,063,996
Short-term employment	52,577	112,623
Security	419,317	421,682
Specialised ICT equipment	4,109	37,824
Staff and organisational development	37,966	62,636
Software licences	284,537	192,955
Subscriptions	9,531	10,427
Telephone	418,666	543,999
Training	410,050	84,282
Travel and accommodation – Local	3,224	5,231
Travel and accommodation – Foreign	15,189	9,021
Transportation and storage	5,236	136,329
Uniforms	19,000	-
Utilities	15,704	12,933
Workshops and seminars	445,251	96,600
	<u>26,002,417</u>	<u>33,802,064</u>

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22. Administrative Expenses - Itconnect:

	30 September	
	<u>2019</u>	<u>2018</u>
	(\$)	(\$)
Advertising	4,231	-
Building maintenance	59,879	96,467
Depreciation (Right of Use Assets)	781,222	-
Electricity	125,731	123,388
Equipment repairs and maintenance	12,021	2,030
Insurance	22,334	25,937
Lease interest	30,857	-
Janitorial	317,251	303,024
Meeting expenses	2,225	(1,045)
Motor vehicle expenses	7,540	23,326
NIS – Employer's contributions	250,013	282,796
Office expenses	78,719	71,148
Postage	17,500	225
Printing and stationery	38,485	72,821
Professional fees	-	(600)
Publicity and promotion	53,367	30,934
Rental – equipment	-	112,294
Rental – property	100	916,229
Salaries and wages	3,742,966	3,706,520
Security	519,669	524,853
Staff and organisational development	1,800	-
Software licences	31,035	58,102
Telephone	186,177	51,501
Training	78,340	-
Travel and accommodation – Local	6,300	4,904
Transportation and storage	800	-
	<u>6,368,562</u>	<u>6,404,854</u>

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23. Taxation:

	30 September	
	<u>2019</u>	<u>2018</u>
	(\$)	(\$)
Business Levy	(4,317)	(912)
Green Fund Levy	(2,158)	(456)
Deferred taxation	1,559,248	(57,129)
Adjustment for prior year tax payable	<u>-</u>	<u>1,923,032</u>
	<u>1,552,773</u>	<u>1,864,535</u>
Net loss before taxation	<u>(8,157,953)</u>	<u>(9,825,753)</u>
Theoretical tax calculated at 30%	2,447,386	2,947,726
Expenses not deductible for tax purposes	79,190	14,728
Business Levy	(4,317)	(912)
Green Fund Levy	(2,158)	(456)
Change in Corporation tax rate from 25% to 30%	-	(180,205)
Tax losses impaired	(2,601,230)	(2,839,378)
Lease liabilities	1,720,122	-
Other	<u>(86,220)</u>	<u>1,923,032</u>
	<u>1,552,773</u>	<u>1,864,535</u>

The Ministry of Finance – Inland Revenue division issued an opinion dated 3 July 2018 which states that subventions and project payments from Ministries were not subject to Corporation Tax, Business Levy and Green Fund Levy. As a result, the tax returns for the income tax years 2013 to 2017 were refiled with the Board of Inland Revenue resulting in a total tax recoverable of **\$43,291,588**.

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24. Contingencies:

Contingent liabilities:

Details and estimates of maximum amounts of contingent liabilities are as follows:

- a) Gratuities are payable to eligible employees pursuant to fulfilment of the following two criteria:
- i)! The employee must be in the employed with the company to the end of employment contract; and
 - ii)! The employee's performance assessments during the contract period must have been deemed satisfactory.

At the close of the financial year, the estimated gratuity payable equates to **\$5,528,321** (2018: **\$4,196,389**) for its existing staff complement of **108** (2018: 109) staff members.

b) Legal Claims -

- A former employee who was assigned to the Corporate Communication Unit, contract was terminated on the grounds of negligently dealing with company funds submitted a claim on 24 May 2016. Legal advice obtained indicates that it is unlikely any significant liability will arise and the company is not mindful to settle given the nature of the termination.
- A former employee who was assigned to the Operations Unit, whose contract of employment was not renewed, submitted a claim on 15 September 2017. A conciliation meeting was held on 4 October 2017, which was unsuccessful. The matter remained unresolved and is to be referred to the Industrial Court.
- Nineteen (19) ttConnect employees submitted a claim on 15 March 2018 on the ground of outstanding gratuity, vacations and sick leave during the period in which the Unit was not assigned to the company. The company attended a conciliation meeting on 26 March 2018, which was unresolved and an extension of time for conclusion of the matter was granted to 30 April 2018. The company has since retained legal counsel in this matter. The company awaits the extended date for the conciliation meeting from the Ministry of Labour and Small Enterprise Development (MOLSED).



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